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August 25, 2010

Mr. Chris Matheny
Thermal Concepts
2201 College Ave.
Davie, FL 33317

Dear Chris:

I am pleased to congratulate you and your team's efforts on the XO Contract Review. I truly appreciate all of the hard work and dedication you have done to administer and establish our XO relationship.

Here is a quick snapshot of your hard work:

- **7,226** PM's completed between 6/1/08 - 6/1/10 achieving 100% against target.
- **2,407 Remedial events** since 1/22/08 with no down units longer than 24 hours (with the exception of waiting on a compressor).
- Average response time is 2.103 hours.
- In addition to PM completion, XO's T&M spend has been trending down due to a successful maintenance program resulting in a successful renewal and an increase in their maintenance program by \$250K to include belts and filters.

The customer has repeatedly recognized the value of this amazing partnership. Thank you for taking care of them on a daily basis and for your remarkable efforts in making this contract possible. I hope you enjoy the included items and continue your excellent service.

Regards,

A handwritten signature in blue ink, appearing to read "Frank", written over a faint circular stamp.

Frank W. Bibens
President
Emerson Network Power, Liebert Services, Inc.

