

TO WHOM IT MAY CONCERN,

I approached Steam Link about 8 years ago, to take over as service provider, to maintain our complete steam system installation. At the time we had been engaging various mechanical services companies to perform the required work, a boiler service company, pressure welder for pipe repairs, boiler maker for valve services and heat exchanger repairs and a steam trap supplier, checking the traps every six months. In many instances we had up to three companies working to fix one problem, making it difficult to manage and predict maintenance intervals.

We were also experiencing efficiency issues with our steam system, the boiler was not responding fast enough to the changing process demand, the steam control system for the drying oven was not capable of maintaining the required set temperature and the fresh water sprays, used to create a humid process environment in the steam chest was corroding the steel support structure adding excessive demand on our maintenance budget.

I was looking for the organisational efficiency of a one stop shop, to take on the steam system maintenance services. Steam Link had provided steam system advice to us earlier, their advice resulted in substantial process improvements and energy savings, as they took the time to really get to know our production processes and steam demand cycle, **identifying and implementing cost effective, plant specific steam energy solutions**, not just selling and supplying only a specific product range.

Steam Link recommended a cost effective solution to save our steam chamber from rusting away, by removing the water sprays and installing a controlled steam humidification system. Steam Link provided me with all of the required information and costing as well as installing and commissioning the system. Steam Links solution resulted in no more corrosion problems and most importantly **no more costly weekend repair works**, just a perfectly controlled hot humid atmosphere, without free water in the process, exactly what the products needed.

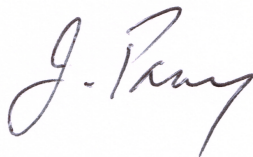
James Hardie began a major project undertaking to improve the integrity of the steam chest, replacing old damaged panels on the unit, with new PIR insulated panels to create a steam tight, sealed and controlled pipe curing environment. Steam Link efficiently undertook all of the work, from planning, procurement, preliminary off site manufacture, remediating the structural steel frame work, welding and painting, followed by the installation of framed insulated door panels. **The project was done on time and on budget.**

The technicians and trades people, engaged by Steam Link to perform the multitude of specialised services are highly qualified, experienced and friendly. Safety Procedures implemented by James Hardie on site are willingly adhered to by all of Steam Links staff members. Steam Link has its own JOB SPECIFIC SAFETY PROCEDURES in place, which must be signed by all parties involved, before the start of any work. Steam Link understands that not everything can be done at once and are willing to work with us in stages, in order to incrementally achieve the expected outcome.

Dealing with only one, actively engaged, steam plant support company to assist me in maintaining the steam system installation is making my job managing and supervising the required work much easier. It has freed up my time to enable me to become proactive in planning production process maintenance procedures which is more cost effective than paying for quick fix repairs, over and over.

I recommend Steam Link to any company that uses steam energy in its processes, as we achieved **substantial energy savings plus improved plant performance, all adding up to a reduced production cost per unit.**

Jamie Pacey
Maintenance Manager




James Hardie
Concrete Pipes

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