

Holland Water
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DATE

1st December 2017

ANNEX**Concerning: Letter of gratitude collaboration Holland Water**

Dear Mr. De Zeeuw,

In so doing I would like to sincerely thank the company Holland Water and her employees for the extremely smooth collaboration during the installation of the Bifipro® installations on site of the OPZ Geel in Geel (Belgium).

Since 2013, OPZ Geel was being confronted with systematically worsening legionella results with an effective contamination in the summer of 2015 as its low point, despite a very meticulous follow-up and systematically renewed installations, both in terms of piping systems and heating. This was unheard of in our organisation and it concerned us greatly. Through our search for a solution, we ended up at Holland Water. Immediately, you expressed commitment and expertise in regards to the problem and you were able to provide a solution to us that we gladly accepted.

In December 2015, the installation of the Bifipro® system was a fact (at three locations on our campus) and the anxious waiting period for the first sampling results could commence. After two months it became apparent that the situation was under control and that steadily but surely, we were moving towards a definite solution. After six months we were able to present an almost perfect report and our site was legionella free.

Meanwhile – two years after our first acquaintance – our care centre remains legionella free and this undeniably has tremendous advantages:

- An absolute safety of our sanitary water for both warm- and cold water;
- Peace of mind
- No negative consequences in regards to taste, smell or colour;
- Little to no inconvenience from silver coloured staining;
- An effective temperature reduction of the sanitary warm water with 4 °C (more is also still possible, we are doing this gradually);
- Potable water savings due to the discontinuation of flushing programmes;
- A decrease in the number of samplings (because the results are always perfect, we can limit ourselves to a quarter of the number of samplings before the installation of the Bifipro®)



On behalf of OPZ Geel, but also personally, I would sincerely like to thank Holland Water for the extremely smooth collaboration. You have the correct expertise at your disposal, but are also aware of how to convey these expertise in a correct and pleasant manner to your customers. Your goal is not to sell, but to problem solve. The concerns of the customer are given an extremely high value and this also translates into smooth and correct aftercare after the sale. This is incredibly essential for a professional care organisation.

Therefore, I want- and can highly recommend Holland Water and as far as OPZ Geel is concerned, we can look forward to many more years of collaboration.

Yours sincerely,



Jan Vanreusel
Financial and Technical Director

