



## The O<sub>2</sub>

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To whom it may concern,

We are a very busy 300-seat restaurant at the O<sub>2</sub> London Arena and have had major problems in the past with limescale in our glass and line washing machines, sinks, food warmers and toilets. We have installed various products in the past to remove this scale with little success, resulting in higher maintenance and replacement costs along with increased expenses on cleaning equipment.

Since CWT Partners Ltd installed the Vulcan S25 at our premises we have noticed a substantial and continual improvement over the past 3 months. Our food warmers, steam ovens, kitchen sinks and restrooms are clear of scale, along with cleaner crockery and cutlery. This has helped to reduce the detergent and cleaning equipment and products, which has saved us more than the cost of installing the Vulcan S25. The restaurant is now able to operate at a higher level, avoiding limescale and rewashing of dishes, with far fewer complaints from customers.

It is a pleasure to inform you that we are very satisfied with the Vulcan S25 descaling unit. Additionally, we would like to single out the professionalism of the CWT team that addressed our limescale problem and like to thank them for all their help. We highly recommend the Vulcan water treatment and urge other clients to install it.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Chin Lam', is written over a light blue horizontal line.

Chin Lam  
CEO



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### **Novari (at the O<sub>2</sub>) LIMITED**

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