

30 August 2022

Mike Hawkins
Buyer
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Purchasing Division
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Subject: Delta Controls' Partner: Control Concepts, Inc.

Delta Controls has developed an outstanding reputation in the DDC marketplace based on the quality of its products and through the careful selection of its distributors.

Please be advised that Control Concepts, Inc. (CCI) is the sole sourced Delta Controls/iNTREO Partner for the State of Georgia and is committed to excellence in all aspects of the project delivery system. This is a business relationship that is valued and will remain in effect as governed by our mutually binding Delta Controls/iNTREO Distributorship Agreement. The Georgia market represents an important component of our marketplace and Delta Controls and CCI are committed to excellence in all aspects of delivering a fully functional and successful building automation system.

Our aim and that of our Delta Controls/iNTREO Partner is to foster and develop ongoing relationships with our customers. Together, we work to create true value for our customers during the project life cycle by delivering competent pre-tender advice, on-time project completion and high quality after-sales service. This ensures that your experience with Delta Controls and our Delta Controls/iNTREO Partner is one of total satisfaction. We believe the best form of publicity is an exceptional reputation, based on performance. CCI was selected on their ability to provide superior service to our mutual customers, ensuring that the reputation of the Delta Controls/iNTREO Partnership is enhanced through their work. CCI is well qualified and competent in all aspects of BMS project delivery and support as part of our Delta Controls Partner/iNTREO relationship with them.

We are therefore pleased to confirm that Delta Controls has a long-standing working relationship with CCI, as our Delta Controls/iNTREO Partner for well over 10 years. We have the highest level of faith and confidence in CCI, and also provide the following assurances to guarantee that this project runs smoothly during its installation and warranty period and is fully supported thereafter to ensure that you will always remain a valued customer.

As part of the Delta Controls commitment to our distributors and their clients, we are dedicated to guaranteeing the support of our products through

- Forward/backward compatibility pathways to legacy systems
- Long term guaranteed product availability
- Factory direct technical support and training
- System Solution quality control via ISO 9001:2015

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CCI has full access to all Delta Controls resources and support. CCI has completed all levels of training offered by Delta Controls and is fully qualified to engineer, install, commission, and maintain Delta Controls/iNTREO products.

- (i) In the event that you are not receiving the right solutions or the required level of service then you may, at any time, contact Delta Controls directly.
- (ii) If at any time Delta Controls and a partner dissolve their agreement, Delta Controls will ensure that a replacement partner meets your equipment and service needs. Or you may contact our offices directly for solutions to any challenges you might have.
- (iii) If at any time a partner needs on-site support and backup, we shall make the personnel available to ensure works are completed on time and/or any BMS operational issues are resolved.

We look forward to being the successful controls adviser and supplier on this project, and to a long and mutually beneficial business partnership. If you have any further questions, please do not hesitate to contact myself.

Regards,



Robert Hemmerdinger
Chief Sales & Marketing Officer

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