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To whom it may concern, Tuesday, 20 September 2005

SPLat Controls and Carrier Australia

The decision in 2000 to have a controller designed by SPLat Controls Pty Ltd has been significant strategic decision for Carrier Australia. The CA20 controller is used in all our 2-stage and 4-stage Heat Pump products and has proven to be a robust control well received in the market.

During the development phase of the CA20, SPLat Controls were extremely responsive to our needs. As a result we have a controller solution that is readily adapted to a diverse range of product variants by a simple software setting. This has resulted in reduced inventories across the board; lower staff training costs and simplified spare parts holdings.

The design of the SPLat controller has a number of features that have helped streamline our designs and production processes. The extensive use of plug-in connections and pre-made wiring looms has significantly cut the cost and skill level of the labour required to do final wiring. Inbuilt diagnostic and testing aids, and a companion PC program supplied by SPLat Controls, have allowed production line testing of our completed product to be faster and more thorough. This has led to lower direct costs and better overall quality as well as higher throughput capacity in the same floor area.

The physical build quality and durability of the CA20 is excellent. Every unit is 100% parametrically tested by SPLat Controls. The conformal coating eliminates problems with dirt and condensation. Initial teething problems were handled very efficiently by SPLat and their quality system. In-field reliability is superb, with the only returns being failures resulting from misuse by field personnel (typically 240VAC connected to ELV thermostat inputs)..

Lastly, the improvements in product quality and manufacturing capacity to which the SPLat controller has contributed, have led to heightened confidence in Carrier Australia products amongst sales staff, service staff and agents. We believe this product has assisted us gain increased export market share. I have no hesitation in recommending SPLat Controls, their products and their staff to other Original Equipment Manufacturers.

John Vivian

Engineering Manager Carrier-apac Redcliffe Western Australia.