

To whom it may concern:

Dave Higgins has been instrumental in improving the processing ability of our squeeze press. We have a particularly challenging slurry application and Dave has enabled us to exhaustively test different options for processing our material. Dave's wealth of application knowledge and programming expertise has helped us realize some healthy gains on this equipment. A few key highlights that would have been impossible without Dave's assistance:

- Increased press capacity by 55% through implementation of new washing strategy.
- Improved soluble product recovery from 93% to 98% by implementing new wash strategy.
- Decreased average cake moisture from approximately 58% to 48% via improvements to the reliability of our diaphragm squeeze system as well as code improvements to deal with deficiencies of our specific installation.
- Improved cycle-to-cycle consistency of the press by implementing innovative feed pumping improvements.
- His guidance and expertise has been much appreciated as he's helped with recommendations for new cloth materials and different options for plate designs. In addition, I've greatly appreciated his patience and coaching on technology.

Working in a startup/development facility, it has been very beneficial to work with someone as customer-focused as Dave as it greatly speeds our ability to test new concepts and demonstrate improvements that further our business strategy. All in all, we've been extremely appreciative of Dave's continued assistance and customer support for the Watermark press we purchased.

Thank you,

(Customer Name Omitted)
Process Engineer