



Quebecor World

June 12, 2004

International Innovative Systems
P.O. Box 1056
Bradford, Ontario
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Dear John:

It has been about six months since Quebecor World Concord began installing surge suppression devices provided and serviced by International Innovative Systems. We are providing this report to document the problems we were having before installing your transient voltage surge suppressors, what products were used for each application, and the results achieved.

We were having numerous problems with our splicer, specifically Programmable Logic Controllers (PLC'S) locking up, drives literally blowing up (grenading) which would shut down the press for an hour to two hours each time at a cost of \$750.00 per hour. The cost of repair was approximately \$15,000.00.

We acquired the services of a company that performs power analysis and found a number of voltage anomalies on the machine. We installed a TVSS A-C unit at the incoming power-of the splicer to protect the drives and a smaller unit in front of the PLC to protect it. The results were very good. We haven't had any downtime since we installed the suppressors and we log all downtime on the press.

In another instance, our TI 405 processors on the press were failing. We usually had one failure per month, which would cost us the price of the processor and \$1,500.00 in downtime. We installed one of International Innovative System's units in front of the processor and we haven't had any failures since.

The International Innovative Systems "Total Protection Solutions" does the job in protecting our equipment. We plan to install more units over the next few months.

I would like to thank you for bringing this product to our attention and also for your service and support.

Sincerely,

Dave Hall
Maintenance Supervisor
Quebecor World Concord

DH/ldb

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