

# BURKE SUPPLY

Brooklyn Navy Yard  
63 Flushing Avenue, Unit 293  
Brooklyn, New York 11205-1060



Phone: 718-643-2875  
Fax: 718-643-5648  
Website: [www.burkesupply.com](http://www.burkesupply.com)

July 6, 2009

Superior Protection Services  
P.O. Box 123  
West Hempstead, NY 11552

Attn: Stuart Gilbert

Dear Stuart,

I am writing this letter as a sincere thank you for the excellent service you have provided to Burke Supply. As you are well aware, Burke Supply is located in a 1930's era ship building facility located in the Brooklyn Navy Yard. The building is 115,000 square feet with 60 foot ceilings. Because of the height of the ceilings, the size of the facility and our very high racking system in the warehouse, we have 8 dry sprinkler systems connecting to 5 sprinkler control rooms.

Over the course of the 20 years that Burke has been at this present location, the fire alarm monitoring system that was in place never worked correctly. False-positives, visits from the local fire department, and the worse, non-notification of alarms were a common occurrence. There have been multiple times when during the extreme cold of the winter, a sprinkler line has burst over the weekend and no notification of water flow would be transmitted causing large sections of inventory to be destroyed. The worst however that I have seen, was when a pipe burst during a long weekend not only destroying product, but also filling five of our sunken tractor trailer loading bays with 8 feet of water like an Olympic sized swimming pool (and then freezing over!)

Over the years we have had many different companies, some of them the largest and well known names in the business, come in and charge us hundreds of thousands of dollars to correct the situation. None of them actually fixed the problem. It was only after we brought you and your organization in to manage the project of replacing our fire panel and monitoring equipment that the problem has finally been corrected.

In a professional and highly detailed manner, you found a proper Fire Panel solution, found us proper engineering, electrical and plumbing contractors to bid out the job to, managed the contractors we chose from start to finish, calibrated

the new system once installed, and held our hand through the New York City Fire Department's convoluted approval process. All of this for an extremely reasonable price and relatively short time period compared to the other companies we have had in the past.

Thank you again for doing what you promised you would do when you first walked into our facility; making our problem simply go away.

Sincerely yours,

A handwritten signature in black ink, consisting of a series of fluid, connected strokes. The signature starts with a long, sweeping upward stroke on the left, followed by a series of smaller, more intricate loops and curves, and ends with a long, sweeping downward stroke on the right.

Mitchell Schneider  
Chief Technology Officer  
Burke Supply