

December 3, 1997

Noren Products, Inc.  
1010 O'Brien Drive  
Menlo Park, CA 94025  
(415) 322-9500

Attn: Don Noren  
RE: Quality Service

Dear Don:

I wanted to take this opportunity to let you know how much we appreciate doing business with Noren Products, Inc. ITS Inc. has placed in the field with our customers over 2000 heat exchangers from Noren Products, Inc. We are pleased to report absolutely no failures to date. In a competitive market place commitment to quality separates the mediocre companies from the good ones. Noren Products, Inc., is truly world class. Please feel free to use ITS Inc. as a reference to existing or prospective customers. We hope to continue a mutually beneficial relationship with Noren Products, Inc. for years to come. Please commend your staff on a job well done.

Sincerely,



Charles J. Matone Jr.  
President  
Integration Technology Systems, Inc.

lab/noren products