

**Subject: Letter recommending Serge Dubé and SmartRef Technologies**

Dear Madam, Sir,

This letter is to express our great satisfaction with our supplier, SmartRef Technologies, and with Serge Dubé.

We had many temperature and humidity problems at our supermarket in Saint-Hyacinthe:

- Uncomfortable temperatures in the supermarket: too cold at the entrance, at the cash registers and in the refrigerated aisles
- The supplementary heating was using too much electricity to heat the cold air coming in from the entrance

Mr. Dubé solved our problems by installing heat wall fans and other SmartRef fans.

We quickly noticed remarkable changes:

- Our customers and employees felt completely comfortable in the supermarket, both in summer and winter
- Our electric bill (supplementary heating) went down considerably
- The system recovers 100% of the heat, which is used to remove the humidity in the air, and also recovers the cold air, which is used to dehumidify the ambient air
- The air conditioning systems did not have to run as much

Very pleased with the results, we recently asked Mr. Dubé to install cold air recovery systems. To our great satisfaction, we noticed:

- A more than 75% reduction in service calls in less than a month and a half
- Less condensation behind the refrigerators
- No more need to spray water under the condensers on the roof during heat waves
- Reduction in the relative humidity level

Having obtained very good results with the solutions Mr. Dubé proposed, I would not hesitate to recommend his services!

Best regards.



Dany Benoit, owner  
IGA Benoit Saint-Hyacinthe