



JCO, INC.

## AN ENVIRONMENTAL SERVICES GROUP

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I just wanted to take a moment and pass along my gratitude for the discovery of the equipment that I have been purchasing from RAFA Systems over the last 2+ years.

I first met Jason Opferbeck of RAFA Systems a few years ago when I was in the market for small "packaged plug & play" SCADA systems that would be affordable and yet still reliable enough for the Water / Wastewater Industry. Jason brought a demo model to one of my facilities and demonstrated it, and it seemed like a pretty robust little unit. ***I have to admit here first, that I am a hard sell, and a demanding end user***, Jason's claims of all the things his system could offer me seemed far out of reach of the price tag for the systems.

We parted that day with an "I don't know" on my end, but Jason's last comment to me haunted me, when I said, "well maybe I'd try one" Jason responded: "That's all I ask, because if you buy one, you will buy them all!" I thought WOW this guy really has faith in these units, I think we will give one a shot, but it's going to be a tough one, with tight parameters, out in the weather, specialized demands of min run times etc. etc. etc. essentially the worst-case scenario!

Jason, came out and spent the afternoon basically gutting the existing control panel, out went the PLC, out went the alarm dialer, out went the hour meters, out went the land line with the phone company. In the end there wasn't much more than incoming breakers, motor starters and the RAFA PLC.

The same original unit is now well over a year old, and the station that was a problem child for me has not had a single hiccup since the unit was installed and the programming fine tuned.

Fast forward one year and RAFA has now installed a total of 11 units! These units provide me with instantaneous alarms, remote access, graphing, flow monitoring and on and on. Reports of more things than I could ever use; either emailed to me on my predetermined schedule, or on demand by simply logging in online.

I have been in the water treatment business for almost 30 years, and I oversee the operations of a considerable amount of water / wastewater systems and have learned that service after the sale is a true test of a company's attitude toward its customers. RAFA, has staff that are patient, well trained and know these units inside and out, in particular Matt Gold has been a tremendous asset for us in helping train our staff how to take advantage of all that RAFA can offer and when things are a bit too technical for us to figure out Matt has cheerfully guided us through programming challenges and adjustments along the way.

***Very few other companies that I deal with will ever receive a letter like this, but when I experience something of excellence, I feel it necessary to voice it in a formal setting.***

RAFA Systems has earned an open door at every facility that I manage, and I will certainly continue seeking as much equipment from your company as I possibly can based on the incredibly positive sales / installation / reliable operations experiences.

Respectfully Yours



Keith J. Herbert  
Regional Manager J.C.O. Inc.

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