



To Whom it may concern,

01/11/2022

I write this letter in support of our continued partnership with PlanetTEK of Turkey.

We work closely with PlanetTEK to tailor the PlanetDISK RBC system to our unique conditions here in Australia and particularly with the mining sector who we support, we currently have two systems in operation with another 2 being installed by Q1 / 2022.

We had a few teething problems with the first system installed and have worked through these with the support of PlanetTEK engineers in email and WhatsApp video calling when required which made it as real time as possible with being on 2 different hemispheres.

We have been a long believer in the RBC system as a wastewater treatment option and have previously installed 5 inground Kingspan systems, the main problems with their system is it is inground which proved very costly for us as in Western Australia there is a lot of rock in the ground, also if not maintained correctly can be subject to flooding and with the motor/gearbox being inside the unit the outcome wasn't favorable.

The main point of concern for us was loyalty from Kingspan they offered none even though we were the first company in Australia to install their system here, we then went looking for another supplier of RBC systems and came across PlanetTEK, I traveled to Turkey to meet the team in person and was very humbled by the generosity while I was there nothing was too much trouble for them and it has been like that ever since.

A true partnership was formed and continues to grow with all of us exchanging thoughts and ideas in both directions in ways of improving the system even further without making it complicated as currently it is so uncomplicated which is perfect.

From our 20+ year's experience we have always had the problem of the team you train to look after your wastewater treatment plant not staying in the same place of work for long periods and the knowledge gets lost when they move on and the first thing they blame when things go wrong is the company that provided it, this they cannot now do.

The area we would change if any on the RBC system is the Lamella Clarifier as we see this as the only labour intensive portion of the plant and requires time to clean, we have discussed this with the PlanetTEK team and they are researching as we are for a solution that still is simple to operate similar to a drum filter but to also stay competitive.

With our current shipment due to leave Turkey in the next week or so the PlanetTEK team are keeping us updated with progress and information to our shipping agent here in Australia and there in Turkey to ensure the loading of our system is as seamless as possible thus reducing my stress levels.

Kind Regards

Kevin Roberts
(Operations Manager)



Andrew Brown & Company Pty Ltd t/a ABCO Water Systems ABN: 80 084 539 079
Postal Address: PO Box 1131, Kelmscott DC 6997 Western Australia
Phone: (08) 9399 1662 Email: sales@abco.net.au

Electrical Contractor EC11076

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