



**Tyco Fire
Products**

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Reference: WilFlow® Systems

To Our Valued Customers:

The interest shown in WilFlow freezer systems has been significant, and Tyco Fire Products has worked with contractors on the installation of selected "beta" test sites. As outlined in our previous letter of June 21, 2002 we are continuing to evaluate all of the "beta" sites that have been installed to ensure positive performance and to make system modifications as needed prior to the launch of the product. As outlined in the June 21, 2002 letter, Tyco Fire Products will not provide pricing or WilFlow Fluid for future sites at this time.

The WilFlow 'B' fluid in the systems has been evaluated and approved by Factory Mutual for freezer applications. From the initial "beta" sites that were installed with participating contractors, Tyco Fire Products has identified challenges on a few of the installations and has chosen to continue the 'hold' on WilFlow systems that was imposed earlier in the year pending the completion of additional testing and site reviews.

Tyco Fire Product's Research and Development staff is working with the installing contractors of the "beta" systems to identify and resolve issues on a small number of the sites. To date, most of the issues have been resolved, but we are continuing to monitor the completed "beta" sites to assure that they perform as intended. Until the "beta" site data can be fully analyzed and specific challenges addressed, Tyco Fire Products strongly recommends that WilFlow antifreeze not be utilized for any projects that may be in the planning, design, or review process.

The WilFlow system will remain unavailable (including the fluid) until a formal product launch is announced by Tyco Fire Products.

We thank everyone for your continued patience and understanding, and we apologize for any inconveniences that may result. Should you have any further questions or comments, please do not hesitate to contact us.

Sincerely,

Tom Prymak

Thomas N. Prymak
Vice President of Marketing