

Quest Green Solutions  
The Vulcan Descaler  
P.O. Box 6662  
Santa Rosa, CA

# Sage Hills Motel

5th July 2010

To the Quest Team,

We have sent you this letter to advise results after purchasing the Vulcan 5000 from your office. We are an 18-room motel located in the town of Cache Creek, British Columbia, Canada; approximately 4 hours drive north east of Vancouver, B C.

We purchased your product due to the continuous hard water problems related to cleaning issues and hard water build-up. Our most obvious problems were in our bathrooms where we found after a few years it became impossible to remove hard water build-up on and along and close to the caulking areas of bathtubs and the surround shower walls. We found that after 3 or 4 years we would have to replace the surround shower walls.



The toilets constantly had waterline and water fall stain build up in the bowl, the bathtub and bathroom sinks and taps also displayed hard water stain. Our guest room water glasses despite putting them through a dishwasher would not come clean, typically they would display blotching or drips drying with mineral build up. Our white linens did not stay "clean white" for long and displayed a darkened white after a couple of months.



Our hot water tanks and hot water copper lines continuously had to be unsoldered at elbows and joints every few years to clean out the scale- encrustation build-up as the water pressure to the rooms lost pressure.

When we first had a look at the elbows we were horrified to see just a little more than a pinhole in some of the water lines getting through. Our guest room kettles had a build up of minerals that were obvious to the point where we would have to have to flush them out on a regular basis.

**Upon purchasing the Vulcan 5000 the first thing we noticed was that it really was easy to install with no hidden surprises. Within a few days we noticed that the guest room water glasses were truly sparkling clean, no blotching, all crystal clear. We were very happy with this result. The chamber maids have reported back that the taps and faucets are easier to clean and I must say they do appear shinier and clean, although we expect as time goes by they will become cleaner and newer looking.**

The blotching in the tubs and surround walls has improved all though the best test will be to see what happens in a year from now and on new installs. Although its difficult to tell at this early stage we assume the lines will start clearing over time given the results we have seen so far. Typically the signs of severe hard water build-up start with turning on a tap in our laundry room and after a short period without adjusting the tap flow, the flow gets less and less. We then start the process unsoldering and cleaning out the pipes manually. We expect this process will now not be required. We have had the Vulcan 5000 in place now for just a short period of time (month and one half) and are definitely pleased with the quick results so far.

Sincerely,  
Hal and Karen  
Sage Hills Motel