



December 29, 2010

At Family Tree Apartments, a family-centered apartment complex located in the heart of Silicon Valley, California, we were experiencing a number of difficulties with the water.

Our complex has 121 apartments spread over 10 buildings on 5 acres of land. Eight of the buildings have 100 gallon water heaters; and two buildings have two 100 gallon water heaters each. The water supply comes from the City of Santa Clara and is drawn from a well that has at least 22 grains of hardness which can rise depending on the time of year and dryness of the climate since less rain means harder water.

The water hardness coming through our apartment complex caused numerous maintenance problems, which ranged from leaking pipes to the replacement of water heaters on a 3 year cycle. Due to the age of the buildings, the leaks were increasingly causing water service shut downs that highly inconvenienced our tenants and operating margins.

In order to find a much needed solution, H2O Solutions USA, LLC analyzed the leaks and discovered them to mostly occur in the return lines from the end of the buildings to the water heaters. Further research concluded that the calcium in the water was being crystallized inside the water heaters and circulated throughout the plumbing system. Because of the 24-hour movement through the return lines in the buildings, these calcium crystals were acting as an abrasive agent in the pipe's causing a breakdown in the water system.

After recognizing the problems, H2O Solutions USA, LLC started to research to find a resolution to all of the water issues at Family Tree Apartments. Two products were found that could possibly solve all the problems. One was an on demand (vs. constant) re-circulating pump that would act upon demand based upon the water temperature at the end of the return line versus the continuous pumps currently being used. The second product found would be able to stop the formation of calcium crystals – this product was Hydroflow.

The Hydroflow units were deployed throughout our apartment complex in August of 2009 and the results have been extraordinary. Two water heaters that were scheduled for replacement because of excessive lime scale coating the insides and heating elements of the units are no longer planned to be changed do to the improvements. Though the scale

buildup caused loud noises and long waits for hot water, which caused higher utility rates, the Hydroflow units were installed and after two months, the water heaters were drained and amazingly, the insides of the water heaters were completely free of scale. The noises and the number of leaks on the return lines has also reduced significantly.

An Aquaklear unit, from Hydroflow, was also installed on the swimming pool at our apartment complex. The pool, which is heavily trafficked during the summer, required excessive amounts of chlorine which led tenants to complain about eye soreness and the chlorine smell. After three days from installation, the Aquaklear unit, specifically designed for swimming pools, had the pool water looking crystal clear without the smell. The tenants noticed the results and reported the pleasant experience swimming now without sore eyes and chlorine smell. The Aquaklear was then tested by being removed from the swimming pool to see the results, and within three days, the pool had returned to its previous state and the complaints returned.

Before the Hydroflow units were installed, the total maintenance cost to repair and replace water heaters in an average year was as high as \$52,000. After spending \$17,000 in Hydroflow products, the maintenance costs have reduced dramatically and no water heaters have even been considered to be replaced because of the disappearance of lime scale.

After the deployment of the Hydroflow units by H2O Solutions USA, LLC, Family Tree Apartments is pleased to recommend the products and H2O Solutions USA, LLC.

There is no doubt that Hydroflow has the most viable solution to hard water and scaling problems within a water system. These products have undoubtedly saved us thousands of dollars in maintenance and created happier tenants. The water heating systems no longer need maintenance because the product is keeping our pipes and water heaters free of scale.

Maggie Rodriguez, CCRM
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Family Tree Apartments