



TTI

THERMAL TECH, INC.

An Employee-Owned Company

Heat Transfer Products For Industry

May 1, 2022

Subject: Illingworth Engineering Acquisition

Dear Illingworth Engineering Customer,

We are excited to inform you of the acquisition of Illingworth Engineering Co. (IEC) by Thermal Tech, Inc. (TTI) effective 5/1/2022.

IEC has taken pride in providing quality service to its customers over the past 80+ years. Mike Fletchall, the owner of IEC, has decided to move on to the next chapter in his life and has determined that this acquisition is in the best interest of both the company and its customers. We are humbled to have this opportunity and are confident that Thermal Tech, Inc. will continue the rich tradition established by IEC.

Thermal Tech, Inc. has been servicing the Central Florida boiler industry for almost forty 40 years. We have relationships with the same manufacturers and provide the same quality service. The resources we bring to the market are 51 Team Members with over 430 years of combined service directly with TTI. Additionally, we remain the only authorized Cleaver Brooks sales and service representative in your area, and continue to represent our other great manufacturers to serve your needs and provide steam and hot water solutions.

Customer satisfaction, service, and quality are of the utmost importance to Thermal Tech, Inc. We are keen to ensure the continuation of the close relations you have formed with IEC over the years, and we will work hard to live up to our company purpose of *"Helping the Customer Remove the Worry."*

We are confident of a smooth transition with no interruption to your excellent service. Other than the name change you will not notice any difference.

What You Can Expect:

- **Continued great service:** We will continue to deliver quality solutions for your boiler system needs by the same Team Members who have been servicing you.
- **Contacting TTI:** IEC's service technicians, sales staff, and internal support have joined us, so there will be no interruption in your services. You will be able to reach us at the same phone number and address. Email addresses will eventually change, and you will be notified when that occurs.

Thank you again for your business and your loyalty through the years and the years ahead with the new face of your boiler service. Please feel free to reach out to us with any questions you may have.

Respectfully,

Deron A. Keiter
President