



Best Western
Kachina Lodge &
Meetings Center

April 24, 2006

Dear GMX International,

This letter is to certify that we installed the GMX hard water treatment system on our hotel in August 2004. It is doing a great job of controlling the mineral damage and our facility would have been much better off if we would have installed GMX ten years ago.

The Kachina Lodge Best Western is a full service hotel and convention center with seven buildings, 118 guest rooms, 6,900 square feet of meeting space, and an additional 10,000 square feet of public area including an art gallery and restaurant.

The water in Taos is very hard and extremely damaging to all our pipes, fixtures, water heaters and boilers. Prior to installing GMX we had frequent complaints from our guests of being frustrated with the low water pressure at the sinks and in the showers. We also had consistent complaints of gritty calcium literally coming into the tub with the bath water. In the past when this happened, we would have to shut down the building and fill all the pipes with vinegar to remove some of the calcium build-up. This was very costly.

Since installing GMX, it has cleared out the build-up from the pipes. We have had no customer complaints of low pressure and we have had no complaints of calcium sediments in the bath water. We have not had to shut down any of our buildings to do the vinegar treatment since GMX.

We have also noticed our swimming pool is now easier to maintain and we are using fewer chemicals in it.

My philosophy is to take care of things for the long term and the plumbing damage and customer complaints caused by the hard water minerals have been a weak situation for us for many years. The GMX system has helped me fix that weakness and like I said, we would be better off if we had GMX ten years earlier.

Sincerely,

W. Dean Koop
General Manager and Owner

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