

## Weir Specialty Pumps

440 West 800 South  
Salt Lake City, UT 84101  
P.O. Box 209  
Salt Lake City, UT 84110      [www.weirsp.com](http://www.weirsp.com)

From the office of:  
**Eric Tobin**

Excellent  
Power & Industrial  
Solutions



**ROTO-JET PUMP**  
**WEMCO PUMP**  
**WEMCO-Hidrostal**

January 31, 2001

About 4 years ago, we used to use seals manufactured by another supplier. We were not happy with their poor service, responses to inquiries, or quality. Around that time, Chesterton assigned us a new sales person, Dave, to handle our account. Dave took the time to come in and listen to our concerns, requests, and application problems. He provided us with the application assistance that we needed. He provided us with current and accurate pricing for your seals. He and the whole Chesterton team have always been willing and available to help with anything related to mechanical seals. Through Dave and the team at Chesterton, we are finally getting the service that we need as a pump OEM that relies heavily on mechanical seals.

If I had to mention one item that has made the biggest difference to us, I would say that it has been the service and quick installation of the split 442 mechanical seals, at the job site. We have always been able to schedule the split seal installation within a few days and the installers that show up are always knowledgeable and professional.

Because of these reasons and many others, we now use Chesterton seals as our standard seals in our pumps. We have been so pleased with Chesterton's products that we have even removed the other company from our pricing program and replaced them exclusively with Chesterton seals. At times, we still have a customer that will request another manufacturer's seal and when they do, we do our best to convince them to buy a Chesterton instead.

Thank you for your quality products and great people to back them up. Your seals are great but that's not the main reason that we buy them. It's the support that comes with them that ensures we will still be using Chesterton seals as our standard seal for many years to come.

Sincerely,

A handwritten signature in black ink that reads "Eric Tobin". The signature is written in a cursive, flowing style.

Eric Tobin  
Manager, Municipal Applications Engineering  
Weir Specialty Pumps