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Arrow Specialty Co.  
Bob Fornell  
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Bob,

I have been using Arrow C-66 Gen Sets since 1999. EPNG has installed (3) in the Roswell NM area where purchase power is not economically feasible to install. We use these units to generate 240 ac to power cathodic protection stations on our natural gas pipeline system.

We needed a unit that would operate continuously 24/7 with very minimal maintenance. These units are in remote areas and are unattended for weeks at a time. We also installed remote monitoring devices that email the technician responsible for maintaining these units. If a unit goes down the technician will be notified within a few minutes.

Our operation history for the past 3 years indicate these units require very little time and maintenance. ( oil and filter changes every 3 months, spark plugs, fan belts, antifreeze, etc.) One unit in the past 3 years required replacing the intake valve. This is the only major problem to date. This required less than 2 hours labor to correct. I also removed the alternator and replaced with an ac charger to eliminate another moving part and wear to the fan belt.

I would highly recommend these units for remote areas as the maintenance and time spent at these sites have been very cost effective. The training session you provided for us in Casa Grande, AZ was also very helpful.

Thank you for the assistance you and David have given. The two of you made a great team and are very knowledgeable.

A handwritten signature in black ink that reads "Karl K. Fredrickson". The signature is written in a cursive style with a horizontal line underneath the name.

Karl K. Fredrickson  
Sr. Tech.