

Jimmy Paschke Manager, Residential Sales SurgeX 8001 Knightdale Blvd. Suite 121 Knightdale, NC 27545

Hi Jimmy,

I wanted to take a moment to thank you for giving my team a call while we were on the road to provide an overview of your enVision solution and translate what we were observing. The call was eye-opening and helped solidify a suspicion I've had for a while now that construction, especially in new developments and homes, can place a considerable strain on the systems we install and cause them to lock up and require resets.

While working on a two year new construction project in California, our client kept complaining about problems they were experiencing with their Wi-Fi, as well as their Lutron and Savant systems. We're Seattle-based so I was not onsite at the time and needed to fly back and forth to fix various components or use remote controllable outlets to troubleshoot.

I began to question the power in the area or at the very least, in the home but had no 'proof' to share with the client. While I was on-site, I witnessed a number of components within the system lock up that then needed to be reset while four jack hammers were running simultaneously on the job. I shared my suspicion that poor power was the root-cause of the issues my client was experiencing but was met with the usual disbelief that power was to blame.

After learning about enVision, I tried to recreate what I experienced on-site by plugging the unit in here at our offices, and running a number of different power tools. We discovered that when multiple tools (a portable table saw, air compressor, miter saw, and shopvac) were all running at the same time or powering up and down in different intervals, it negatively impacted the power. During our tests with enVision, we experienced first-hand how badly the motors of power tools contaminate the neutral when we watched the voltage drop to just 106V.

I've since acquired two more enVision units to deploy on job sites as our team does installs and plan on getting more as time goes on. We view enVision as a worthwhile data tool to check if it's an issue with a product we've installed or see if there's another force behind a failing product, like power conditions. The ability to analyze the power conditions of a job site and present findings to clients is a powerful and helpful tool and I think everyone should have one of these.

Regards,

Clint Bright WAVE Designs Seattle, WA