



Brooks Automation, Inc.  
15 Elizabeth Drive  
Chelmsford, MA 01824

Tel (978) 262-2400  
Fax (978) 262-2500  
[www.brooks.com](http://www.brooks.com)

July 9, 2010

Protec Systems Pte Ltd.  
Blk 8 Chia Ping Road  
#07-09/10/12  
Jurong Industrial Estate  
Singapore 619973

Dear Valued Customer,

It has come to our attention that counterfeit and alternative refrigerants are being marketed in Southeast Asia. We urge you to be aware that such refrigerants may cause damage to your Polycold® system due to contamination, improper ingredients, or improper proportions. Even if a unit runs well at initial start-up with such a refrigerant, it may drastically shorten the lifetime of the product. You can protect your investment in your Polycold system by taking care to use only genuine Polycold refrigerants in it.

Also please be sure that you understand the compliance requirements for your region. With the implementation of tighter restrictions regarding the importation, handling, and storage of pressurized gases, particularly HCFC's, it is important to be aware ahead of time of any new requirements.

Protec Systems Pte Ltd is the only authorized seller of Polycold refrigerants in this region. If you obtain a refrigerant charge from a company other than Protec, it is likely not genuine. Genuine refrigerants have a Brooks Automation logo on the label, and are offered through certified resellers such as Protec. If you have any doubt whether a charge offered to you is genuinely a Polycold product, please contact me. I can be reached by email at [Jennifer.hammond@brooks.com](mailto:Jennifer.hammond@brooks.com) or by phone at +1.707.769.7009.

Best regards,

Jennifer Hammond  
Marketing Manager  
Polycold® Systems