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Our Ref: NP/KH

18 February 2004

To Whom It May Concern:

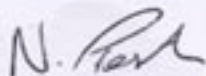
We are Mechanical Building Services Contractors who have been established for over 60 years. We work primarily within the Public Sector, the bulk of our work being carried out in Schools and Hospitals.

We have employed Phoenix Insulation as Sub-contractors to ourselves over the past few years to carry out thermal insulation work to both pipe and duct services. Phoenix offer a reliable service from initial enquiry stage through to contract completion. Much of our work is often awarded at short notice and Phoenix have shown their flexibility in responding to our requirements. Their work is to a high standard at a competitive price.

We look forward to continuing business relations with Phoenix Insulation and would not hesitate to recommend them to others.

Yours faithfully

THE JAMES MERCER GROUP LTD



N PRESTON M.A. (Oxon), B.Eng. (Hons)  
Manager

Managing Director: J. Moxham  
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Registration No: 3917286

Registered Office: As Head Office

• heating • ventilation • air conditioning • design • installation • maintenance

