

July 10, 2012

Bruce Robertson
Metal Craft Marine
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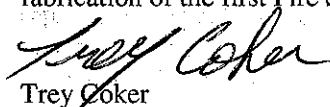
Dear Mr. Robertson;

On behalf of the City of North Charleston Fire Department, I would like to send you a performance update for the Fire Storm 32 built by Metal Craft Marine. Thus far, we have experienced superb customer service and performance from your company and their suppliers. Our dedication ceremony on July 4, 2012 of the "W. Frank New" was well received by all in attendance and the time Emily Roantree spent with the many dignitaries concerning our boat was greatly appreciated.

A few of the minor issues we have faced with the Fire Storm 32 are listed; but rest assured the professional manner in which they were handled has been exceptional. For example, our engines and jets issues were noted and were resolved without question by the manufacture. Some minor concerns we have noticed is with the air conditioner. The heat and humidity in South Carolina is not allowing the cabin to cool effectively. Having the boat on the water for over 12 hours on July 4th made us believe a larger unit would have greatly benefited our members. We also found that turning the heater fans on to circulate the air assists. We would suggest installing a strap across the door of the refrigerator to keep the door closed and the contents secure. When making sharp turns in rough water it slings open. We would also recommend non-skid tape (the same color as the roof) on the roof to keep members from slipping while walking on the top for their checks. After reviewing the wiring harness attached to the radar arch, we discovered it needs a protective cover to keep it out of the element/s and wind; especially when operating at 43 knots.

The areas that we are very impressed with are many, but I wanted to highlight a few. First, the deck hatches are designed with space in mind which affords us the room needed to perform daily checks and maintenance. The oversized hatch at the jets has served us well and is a design that should be touted. Having the sea chest on the main deck instead of the bilge is a blessing in disguise since it allows the debris to be easily cleaned out without having to climb into the bilge area. The dive, swim, and recovery platform has been the "star of the show" for our dive team. This design, size and positioning has allowed the members easy access when getting in and out of the water. The grab handle slots, lip above the rub rail and the under hung grab rail affords the members ample leverage to pull themselves up after a long day of diving; not forgetting the height of the platform to the water which provides for a great working platform when doing recoveries.

Since placing the boat in-service, we have responded to several calls. Our members have operated the boat at full throttle in 4 to 4.5 foot seas, without any major handling issues or negative feedback. We are continually on the waters of our jurisdiction providing our members training and educating our response partners and the general public. As a satisfied customer we would offer any future clients of Metal Craft an opportunity to discuss our Fire Storm 32 and go under way with a member of our team. Once again, thank you and the Metal Craft Team for your dedication and excellence during the fabrication of the first Fire Storm 32!



Trey Coker
Assistant Chief of Special Operations