

REL-iON™ CUSTOMER TESTIMONIAL

We are pleased to provide this letter as a formal testimonial of our satisfaction and appreciation for the REL-iON™ Battery Monitoring System, recently installed at our project at IXAfrica Data Center, Nairobi- Kenya.

From the outset, the installation process was remarkably smooth and efficient, thanks to the system's modular design and intuitive architecture. Our technical team was particularly impressed by how seamlessly the REL-iON™ sensors integrated into our existing infrastructure, significantly minimizing downtime and simplifying commissioning.

The reliability of the REL-iON™ system has exceeded our expectations. With its multi-point monitoring architecture and advanced detection of volatile organic compounds (VOCs) and Hydrogen (H₂) gas, we now have full confidence in our ability to proactively monitor and protect our critical assets, including our Battery Energy Storage Systems (BESS) and electrical switchgear installations. This level of monitoring is crucial for us as we continue to scale operations in high-risk environments where safety and operational continuity are non-negotiable.

Moreover, the support we received from Kidde Fire Systems has been outstanding. From project initiation to post-installation support, their team demonstrated deep expertise, professionalism, and a genuine commitment to customer success. Every inquiry was met with timely and thorough responses, and their local presence in the region ensured that we had access to the resources we needed every step of the way.

The REL-iON™ system, coupled with Kidde Fire Systems robust fire suppression portfolio, provides a truly comprehensive Prevention–Detection–Control–Notification–Suppression solution tailored for lithium-ion battery applications. This level of integration has positioned us to stay ahead of potential thermal events and significantly enhanced our overall risk mitigation strategy. We highly recommend the REL-iON™ Battery Monitoring System to any organization.

We highly recommend the REL-iON Battery Monitoring System to any organization looking for a dependable and intelligent solution for battery safety and infrastructure protection.



Mohamed Samir
Director
Silvertech Smart Solutions Limited

