



13 July 14, 2006

Mr. Dale Jensen  
Harris Research, Inc.

Dear Dale:

We are pleased that the Chem-Dry hot water extraction carpet cleaning system has been awarded certification in the Carpet and Rug Institute Seal of Approval program at the Gold level. As you are aware, Shaw and other carpet manufacturers feel so strongly about proper maintenance of our products that several have amended warranties on residential carpets to require use of certified materials, equipment and processes. In Shaw's case, this becomes effective on 1 January, 2007.

We attended the presentation of the Chem-Dry carpet cleaning system at the Home Depot headquarters on May 2. The hot water extraction system demonstrated there complies in every way with our warranty requirements.

You may wish to mention that the warranties require cleaning via a certified process every 12-18 months, depending on conditions.

Chem-Dry should also keep in mind that Shaw, and perhaps other carpet manufacturers, intends to further enhance residential warranties to require that where professional cleaning is employed, that will have to be accomplished by firms certified by the Institute of Inspection, Cleaning and Restoration Certification (IICRC) as Certified Firms. This requires that, in addition to trained technicians, the firm has a business license, carries liability and workman's comp insurance, adheres to a Code of Conduct, etc. Chem-Dry franchises will have no difficulty meeting the requirements. This will become effective on 1 January 2008.

Chem-Dry's association with Home Depot is especially important to the success of this concept as it represents a strong connection between the carpet retailer, installation and maintenance of the product throughout its life. This makes total consumer satisfaction with carpet a reality rather than a dream.

If we can be of any assistance in the coming days, please don't hesitate to get in touch.

Sincerely,

Carey R. Mitchell  
Director, Technical Services



May 16, 2006

Dale S. Jensen  
Chem-Dry  
1530 North 1000 West  
Logan, UT 84321

Dale:

I would like to take this opportunity to thank you and your technical staff for the presentation given on May 2, 2006, on the Chem-Dry hot water extraction cleaning method. We understand the Chem-Dry cleaning method and equipment have been given the Carpet and Rug Institute's Seal of Approval Rating.

As all in the carpet industry are aware, maintaining a carpet is one of the most important factors in keeping the carpet's appearance at it's best. Mohawk supports Chem-Dry in this endeavor. The use of the Chem-Dry method of cleaning will not void any of the Mohawk warranties when performed on our carpet.

Again, thank you for allowing Mohawk to view the Chem-Dry hot water extraction cleaning presentation.

Please call me if I can be of further assistance.

Sincerely,

Steve Gray  
Director After Sales Service

C: Paul Comiskey

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Beaulieu Residential

August 24, 2006

Mr. Dale Jensen  
Harris Research, Inc.  
Chem-Dry  
1530 North 1000 West  
Logan UT 84321

Dale:

We are very pleased that the Chem-Dry hot water extraction carpet cleaning system, which incorporates the use of Chem-Dry's proprietary carbonated cleaning agent, is now certified by The Carpet and Rug Institute's Seal of Approval Program. We are in full support of this endeavor and feel confident that your efforts here will significantly enhance our mission to provide our customers complete satisfaction with their Beaulieu carpet purchase.

As a leading carpet manufacturer, we understand that proper carpet care is one of the most important aspects required to maintain a carpet's appearance and performance for many years of use. In order to assure for this, we recommend the hot water extraction method of cleaning using equipment and cleaning agents that have obtained certification by the Carpet and Rug Institute's Seal of Approval Program.

We would also like to take this opportunity to express how impressed we were with the Chem-Dry hot water extraction carpet cleaning demonstration given on May 2nd at The Home Depot SSC. We were equally pleased with the same demonstration you presented at our National Sales Meeting in Dallas, Texas in July of this year.

In closing, the Chem-Dry hot water extraction carpet cleaning method complies with our carpet care warranty requirements. We are excited about this and look forward to a successful partnership with The Home Depot and Chem-Dry.

Please call if we can be of any assistance (ph. 1-800-944-2840).

Sincerely,

Mark Johnston  
Manager, Technical Services  
Beaulieu of America

cc: Hans Bakker  
Ben Hahn

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A Beaulieu Of America Company

# Chem-Dry Professional Carpet Cleaning

Prolong the life of your carpet and keep it looking new with routine carpet cleaning.



- Chem-Dry has received the Carpet and Rug Institute's Seal of Approval for the company's high-performance equipment and proprietary cleaning solutions.
- Carpet manufacturers require routine professional carpet cleaning to maintain warranty compliance.
- Chem-Dry's cleaning process can extend the life and durability of your carpets.

### Chem-Dry is Drier.

Chem-Dry utilizes the power of carbonation for a deep clean that is typically dry in 1 to 2 hours, not 1 to 2 days.

### Chem-Dry is Cleaner.

Chem-Dry's extraction process lifts dirt for a deep, powerful clean in a safe and gentle way.

### Chem-Dry is Healthier.

Chem-Dry uses a natural cleaning solution that works to lift and remove dirt, dust and other allergens.

### Chem-Dry offers these additional professional services:

- Upholstery cleaning and protection
- Oriental rug cleaning
- Leather and vinyl cleaning
- Pet Urine Removal Treatment P.U.R.T.®
- Expert stain removal
- Spot dyeing



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The Home Depot

The Carpet and Rug Institute Seal of Approval program tests the effectiveness of carpet cleaning equipment and certifies deep cleaning extractors that effectively remove soil without damage to the carpet. Not all extractors earn this prestigious distinction.



### Chem-Dry's® Revolutionary Truck mounted system CTS-450 with PowerHead®

Chem-Dry's CTS-450 with Chem-Dry's The Natural IV and with Traffic Lane Pre-Spray or Chem-Dry Superchager Pre-Spray (applied at 1-1.5 gallons per 200 sq ft)



### Chem-Dry's Revolutionary Truck mounted system CTS-330 with PowerHead

Chem-Dry's CTS-330 with Chem-Dry's The Natural IV and with Traffic Lane Pre-Spray or Chem-Dry Superchager (applied at 1-1.5 gallons per 200 sq ft)



### Chem-Dry PowerBase® 10 or PowerBase® 5 with PowerHead

Chem-Dry's PowerBase 10 with Chem-Dry's The Natural III and with Traffic Lane Pre-Spray or Chem-Dry Superchager (applied at 1-1.5 gallon per 200 sq ft)



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The Home Depot



The Nation's Top Carpet Manufacturers  
Trust **Chem-Dry's** Professional  
Carpet and Upholstery Cleaning Services

**You Can Too.**

