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**CLEANING & RESTORATION**

P.O. Box 2588  
Idaho Falls, ID 83403  
1-800-870-8179

4929 Yellowstone Ave.  
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February 03, 2000

Malcolm Thomas, P.E.  
Marhoc Inc.  
1609 Booth Lane  
Alvin, Texas 77511

Subject: Letter of Appreciation

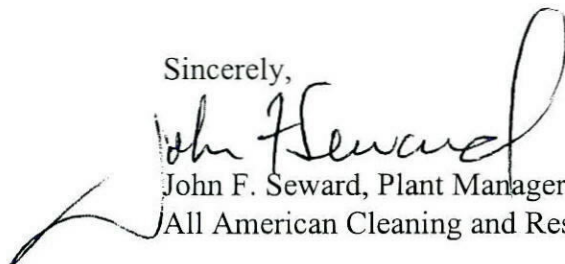
Dear Malcolm:

We received the Ozone Generator you sent to us last week and we are amazed with your exemplary customer service. All American Cleaning and Restoration has been in business for 21 years working with hundreds of vendors, and our owner Mike Davis has never had such a positive experience with any other vendor, and many of them were pretty good.

We very much appreciate getting the ozone generator back and we have quickly put the added capability to use. The Marhoc High Pressure Ozone units are excellent for restoration work. We have a number of other ozone generators but the Marhoc unit is superb at deodorizing hard to reach areas, wall cavities automobiles and vaults filled with cleaned customer contents prior to return to the customers restored home.

Once again, thank you very much. Please feel free to use our company as a reference as happy users of your product. We will continue to tell people of your company and ozone generators. Mike Davis hopes to see you at the ASCR Convention in Nashville, Tennessee in March 2000.

Sincerely,



John F. Seward, Plant Manager  
All American Cleaning and Restoration

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**FIRE & WATER DAMAGE RESTORATION SPECIALISTS**

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