



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,

A handwritten signature in dark ink, appearing to read "Carey R. Mitchell", is written over a light-colored background.

Carey R. Mitchell
Director, Technical Services