

To: Loren Stotts
All-Star Cleanpro

From: Chris Kane
Troubleshooter Network

Date: Friday, February 21, 2003

Re: Carpet Cleaning

I want to thank you for doing such an exceptional job on my carpet cleaning. I have to tell you that I was skeptical at first about the ion exchange cleaning system but once I saw the finished product I was very pleased. In the past I have only used the hot water extraction cleaning method since that was the only method of carpet cleaning recommended by Tom Martino. What I like better about the ion exchange method is how fast it dries, how soft the carpet feels after drying and how good the house smells after the cleaning. I will definitely recommend All-Star Cleanpro and the ion exchange cleaning method going forward. Thank you again.