

October 10, 2003

Gordon Retzlaff
Breakthrough Cleaning
1711 Westgate Road
Eau Clair, WI 54703

Dear Gordon,

Just a note of thanks.

At some point in time, I'm probably going to believe you when you tell me about cleaning.

As you know, the equipment you sold us two years ago at the Brackett Ave store has far exceeded any expectations we had when it was purchased. The effectiveness was of course expected but the cost savings of having a vacuum for two years with virtually no maintenance was something we never expected.

When you told me the Aqua Air would blow it away, I was skeptical.

After less than three weeks of using it and knowing that we are only beginning to realize its total effect on our cleaning process, I'm ready to say that I can't imagine an easier more effective, or yes even less expensive system.

I'll even admit that before the Brackett experience and now the Aqua Air, I was one of those people who thought vacuum cleaners worked.

As important as the cleaning process is to our business I feel very good that we are now well ahead of restaurants who don't have our cleaning capabilities.

I look forward to working with you on using the Aqua Air for the expanded functions you tell me are within its capabilities.

THANKS AGAIN,

WENDY KINDERMAN

MANAGING OWNER

2520 W. Folsom Street Eau Claire, WI 54703 715-831-0741 Fax 715-831-0765