

Mr. John M. Downey
Downey Enterprises, Inc.
P.O. Box 565
Granville, OH 43023 July 7, 2000

Shaw Contract
shaw contract flooring
georgia
3648 oakcliff road
atlanta, ga 30340
o 770.729.2700

Dear John:

The purpose of this letter is to document Shaw Industries conclusions regarding the performance of the *Steamin Demon* carpet cleaning machine.

Several years ago, Shaw Industries established minimum criteria for cleaning equipment based on our experience in the field as well as laboratory testing. These criteria defined what we consider "high performance" hot water extraction equipment. While these criteria are still very valid, the *Steamin Demon* falls into a different category. The overall objective of any cleaning is the **result**, and your machine delivers this.

We also believe the School/Institution markets need a different cleaning system from the traditional. As we see the situation today, a machine need to be:

- **Economical to purchase compared to conventional units**
- **Easy to operate**
- **Requires minimal training**
- **High productivity/low labor cost**
- **Cleans carpet with minimal drying time**

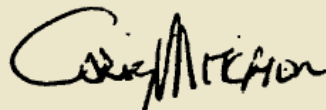
The *Steamin Demon* has demonstrated its ability to meet these needs.

For more than a year Shaw has internally and externally evaluated your cleaning machine. During internal tests at Shaw's Technical Service Laboratory, the machine performed (cleaning and extracting) well. Also, as you know, we have followed closely the performance of the machine in several actual field applications. Here, the *Steamin Demon* performed very acceptably. A couple of final points, your machine also has other features that are important to the commercial cleaning business...

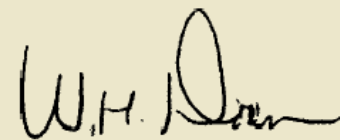
- **Light in Weight** This feature is very significant in commercial operations where cleaning operations are required throughout multi-story buildings and elevators are not always accessible.
- **User-Friendly** Set up and tear down for the machine is very simple and quick. It's an easy to use machine and simple to learn to use.

John, your brother Mike Downey has developed a unique machine. The carpet cleaning industry needs **new ideas** and **new technology**. It looks like you've accomplished these with the *Steamin Demon*.

Yours truly,



Carey Mitchell
Director
Shaw Technical Services



William H. Doan
Vice President
Shaw Product Care