

March 20, 2010

Jeff Mephram
Hydroxyl Environmental Inc.
1660 North Service Road E
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Oakville, ON
L6H 7G3

Dear Jeff,

My husband and I recently purchased a condominium apartment which has a few severe issues. Firstly, it had yellow nicotine covered ceiling, walls and air vents. Secondly, there was extensive soiled broadloom throughout. The odor in the dwelling was a sickly combination of nicotine, animal waste, and extreme mustiness due to the animal refuse/waste.

The previous owner was a chain smoker. She resided in this 2,400 square foot, three level condominium for just over 13 years. The areas most affected by the nicotine were the kitchen, dining room and the family room. Further, the dwelling was vacant for over one year. This resulted in the nicotine, animal excrement and dirt compounding over time and spider webs and a thick layer of dust had visibly accumulated on the ceilings and walls.

We started by scrubbing every surface. The ceilings once cleaned were still yellow and the nicotine odor was still very strong. One could not spend much time there without one's eyes starting to burn and itch. We then spray painted all the ceilings with an oil based paint and subsequently painted every surface of the dwelling. Unfortunately, the nicotine odor was still quite heavy. We then removed the entire broadloom and under pad. We cleaned the cement floor with a special cement-cleaning product before installation of the new under pad and broadloom. Unfortunately, even after we completed all this, the odor was still there. Cleaning, painting and installing new broadloom throughout had still not solved the air quality issues we were facing.

The furnace and ventilation systems were a major concern. How could we clean and solve the areas we could not physically access? Along came **The Boss**. I had heard about the hydroxyl technology from a friend. Clearly, no matter how much we cleaned, scrubbed, painted or replaced, there was no way that anyone could reside here unless all the odor and bacteria were totally removed.

The Boss, a non-contained Hydroxyl Generator is easy to use and quiet. We ran the unit with and without the air conditioner on as we wanted the air going through the vents to eliminate the odor and bacteria there as well. We ran **The Boss** for a period of two to three days on each level of the three level condominium apartment. **The Boss** was miraculously successful in solving our air quality problem. The condominium apartment not only looked clean but also felt and smelled clean.

It was evident that even though we scrubbed, painted and replaced all the old flooring, without the help of The Boss, we would have never been able to achieve the level of clean air quality we required. The odor and bacteria were all eliminated. I can only imagine the multitude of applications this product could be used for. It is light, easy to move and is quiet to operate. Thanks to **The Boss**, we were able to complete our restoration.

Thanks for bringing such a great product to market!

Yours Truly,

Mary Freedman.