



December 22, 2010

Mr. Richard Friedman
DFS Flooring
15651 Saticoy Street
Van Nuys, CA 91406-3234

Dear Richard;

Thank you for your continued support of ResisTech® Carpet Maintenance Treatment to you. ResisTech® Carpet Maintenance Treatment is offered by INVISTA, the makers of Antron® nylon and we license dealers such as, DFS Flooring, to provide maintenance programs for commercial buildings, using ResisTech®.

ResisTech® Carpet Maintenance Treatment is designed to significantly reduce carpet resoiling.* This helps keep carpets looking cleaner longer, as part of an overall maintenance program that includes periodic hot water extraction cleanings. DFS Flooring, as a commercial carpet maintenance provider would design a maintenance program that would include the use of ResisTech® to help your clients maximize the life and lasting good looks of their carpet.

ResisTech® Carpet Maintenance Treatment is a low moisture soil encapsulation maintenance treatment that has been formulated to provide cleanability, soil-resistance and stain-resistance. Since ResisTech® is low-moisture chemistry; it doesn't result in the carpet being wet for extended periods of time.

Other carpet cleaning chemistries and procedures may have their drawbacks

- Some require carpet to remain wet for an extended period of time, disrupting traffic flow.
- Some leave detergent behind, which could create a sticky, soil attracting residue that requires more frequent cleaning.
- Some remove soil in the cleaning process, but do not provide soil or stain-resistance protection between cleanings.

ResisTech® Carpet Maintenance Treatment has none of these potential drawbacks.

How does ResisTech® work? It is part of a three-part system that provides:

- Powerful encapsulation technology to clean and suspend oil soils and dirt particles for removal with vacuuming.
- Soil resistance to help keep carpets looking cleaner longer with regular vacuuming.
- Stain protection to repel stains and allow easy removal.

What does this mean to you as a Facility manager?

- Excellent Cleanability
- Carpets that look cleaner longer – **After 240M foot traffics, carpets treated with ResisTech® carpet maintenance treatment stayed over 20% cleaner than untreated carpets. ***
- Specifically formulated to reduce carpet re-soiling when used in conjunction with routine vacuuming and periodic hot water extraction. **In fact, untreated carpets will re-soil 3X faster than carpets treated with ResisTech®. ***
- Quick drying time due to low moisture chemistry.
- Less frequent replacement can decrease costs and disruption of business.

**compared to carpets made from INVISTA Type 6,6 nylon with no maintenance treatment or soil resistant chemistry applied.*

It is important for you to know that INVISTA makes no claims about its products, competitive or otherwise, without submitting these claims to a stringent vetting process involving our technical and legal teams. You can be assured the claims contained in this letter are backed by rigorous testing protocols and have been validated by a cross-functional team.

Please contact me at 1-877-5ANTRON if you have any additional questions, or if I can be of service in some other way.

Sincerely,

A handwritten signature in black ink that reads "Diane M O'Sullivan". The signature is fluid and cursive, with a long horizontal flourish at the end.

Diane O'Sullivan
Marketing Director – Commercial Interiors