



4660 Elizabeth Street - Coraopolis, Pennsylvania 15108

June 9, 2004

Subject: Letter of Reference

To whom it may concern,

I would like to provide a personal and business reference for Mr. Robert Pakrul, Spotless Carpet Cleaners & Janitorial Services, Inc., Johnson City, TN.

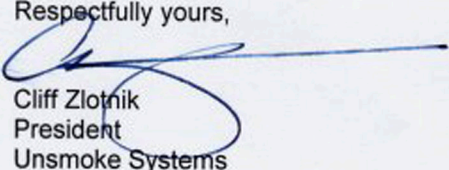
I have known Bob since 1982. When we met, he was serving as president of the Mid-South Professional Cleaners Association (MSPCA) in Charlotte, North Carolina.

The mark of a man is how he is judged by his peers and by his community. Bob is admired by his industry peers for his many years of industry service to the MSPCA. Mr. Pakrul has served as a speaker on many industry training programs around the country, paying his own expenses to provide instruction and guidance to professional cleaners and restorers. Bob is greatly appreciated in the community in which he lives for his work with youngsters, where he has exposed hundreds of children to the fun of fishing.

I find him to be professional and knowledgeable regarding the restoration processes. He and his employees are involved in continuing education programs and the pursuit of professional certifications in several areas of expertise. Mr. Pakrul is patient, understanding and compassionate important skills in relating to policyholders.

I can only imagine that Mr. Pakrul's inclusion in any insurance mitigation program would only serve to benefit all involved.

Respectfully yours,


Cliff Zlotnik
President
Unsmoke Systems

PS- should you wish to discuss this matter with me personally, please don't hesitate to call.