



December 15, 2004

Dear Restoration Colleague,

In the water restoration field, accurate information means everything.

Not only does it help restorers and distributors compare, select and make educated choices when buying inventory, but it also factors into how we dry out a structure. IICRC-approved courses use published specifications to teach restorers how to calculate the amount and types of equipment needed on a job, and restorers use that information to determine equipment placement every day. Restorers base critical decisions about dehumidifier, air mover, air scrubber – even chemical use – on the specifications provided by manufacturers. Providing this information is a huge responsibility, and one that Dri-Eaz as well as our partners (Unsmoke, GE Protimeter, and US Products) take very seriously.

Exaggerated performance specifications, including airflow and water removal, can lead to serious consequences.

When restorers make a precise calculation – and presumably an informed decision – about equipment requirements on a water damage job, they need to know with the highest degree of certainty that it's the right plan. When a system set-up is based on inaccurate information, drying may not occur. A situation can be drastically under-dehumidified, and the restorer may leave the job thinking that it's drying when it's really not. Buildings and homes can be left wet too long, resulting in mold or other long-term problems. Inaccurate amp draw specifications can lead to blown fuses, electrical damage or even cause smoke and fire damage.

Inaccurate specifications don't just make it harder for restorers to do their work. They put the businesses and financial well being of restorers, distributors, insurance adjusters, and manufacturers at risk. In today's highly litigious society, the practice of overstating specs significantly increases the risk of a lawsuit for equipment not meeting its performance claims, or for a job not handled properly. In addition to all of the financial risks, it can create severe health risks – particularly when dealing with mold remediation jobs, and when using air scrubbers or chemicals. Inaccurate specifications negatively impact everyone involved in the restoration industry.

In an effort to move the industry toward a positive and fair system for releasing performance specifications,

Dri-Eaz will soon begin publishing equipment specs that have been independently obtained and verified by well respected, third-party standards organizations.

Beginning in 2005, you'll see certification on all of our products, including verification by the Association of Home Appliance Manufacturers (AHAM) of water removal performance at 80° F and 60% RH on our

dehumidifiers, AHAM's Clean Air Delivery Rate (CADR) on our new air scrubber, and Air Movement and Control Association International (AMCA) certification of airflow and acoustic output. We've always secured UL and C-UL listings for safety on all of our equipment (for the entire piece of equipment rather than components only) and will continue to do so.

***We call on all other restoration manufacturers to
join us in securing third-party certification.***

In fact, we call on the IICRC to set an official requirement for performance specifications presented for use in calculations in their certified classes. We propose that the IICRC require manufacturers to secure certification of these performance specifications by an independent, nationally or internationally recognized organization that tests according to the American National Standards Institute (ANSI). Exaggerated performance claims put businesses involved in restoration at great financial risk, and the manufacturers who supply this faulty information should be held financially accountable.

***The practice of overstating performance claims is a dark
spot on the industry that needs to be addressed.***

Restorers deserve the confidence of knowing the true capabilities and limitations of their equipment. They need to know they're making the right buying decision, and that they're doing a thorough job when they think they are. Distributors deserve to have accurate information when marketing equipment to customers, so that they – along with insurance adjusters – can be assured that they won't be held liable if equipment doesn't perform due to incorrect claims. Finally, the people impacted directly by a flood deserve to know that when they hire a restorer to dry out their home, they can feel confident that the job will be handled professionally and thoroughly.

Unfortunately, the practice of overstating claims to make an equipment sale has become more common in our industry. This practice undermines the integrity and professionalism of the entire restoration industry. At Dri-Eaz, we feel it is our responsibility to take action – to make sure that all key stakeholders have reliable information to protect themselves. By setting a standard for truth in performance specifications, we hope to minimize risk within the industry, and to support a new level of professionalism in water damage restoration. Please join me in supporting this new standard.

Sincerely,



Bill Bruders

President

Dri-Eaz Products, Inc.