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April 10, 2000

Gerry Epstein  
United Laboratories  
11 Creekwood Place  
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To Whom It May Concern:

I would like to express my complete satisfaction with United 499, X-RAY DRAIN CLEANER. Since we have been using it, we have reduced our costs dramatically. I highly recommend the use of this product for removal of the crystallizing of the fixer chemicals.

I have known Gerry Epstein for 10 years. His perseverance has paid off in solving our drain problems in diagnostic imaging. We continue to use the product on a preventative program and have never had a problem since we began using it 12 years ago. Thank you Gerry. Thank you United Laboratories.

Sincerely,

A handwritten signature in black ink that reads "S. Egan". The signature is written in a cursive style with a large, sweeping initial "S" and a long, horizontal stroke at the end.

Steven Egan  
Manager, Diagnostic Imaging