

The New Profit Opportunity in Anti-Allergen Services

MasterBlend®

The Craftsman's Choice

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Introduction

This Special Report has been produced by MasterBlend®, to alert you to one of the biggest opportunities the professional cleaning industry may ever have to “do well by doing good”.

As a professional cleaner you are probably aware that allergies and other allergic diseases such as asthma and sinusitis affect very large segments of the population, in fact, between 50 and 70 million Americans.

While there are many types of allergies, the biggest risk factors for the development of allergic disease are found in the indoor environment. These risk factors are dust mite and pet allergens.

Allergies are developed largely by overexposure to these and other allergens. And people with relatively mild allergies can develop very serious, chronic and even life threatening illnesses if they continue to be exposed to such contaminants.

Until now the emphasis has been on trying to eliminate these substances from the indoor environment, which has been an extremely difficult and sometimes impractical task. Instead, drugs and allergy shots and plain old misery have been the primary ways that patients have managed their illnesses.

But now there is a way to actually inactivate these allergens so that the body does not recognize them and does not trigger an allergic reaction! Instead of trying to eliminate dust mites, for example, or to have a family face the trauma of giving away a child's beloved pet, you can now provide a treatment that will “denature” the most dangerous indoor allergens, rendering them harmless.

This means that you will be able to provide immense relief to allergy sufferers, including helping to prevent the development of more serious allergic diseases and even protecting people without allergies from developing them in the first place!

Best of all, this is a cleaning and treatment process that in most cases utilizes the equipment you already have and requires no complicated training or large investment. In fact, it is a service perfectly tailored to the carpet and upholstery cleaning professional.

What you will need is knowledge, which is the reason for this Special Report. The first section of this document will provide, in layman's terms, enough technical information about allergic disease so that you can speak intelligently with your customers and answer their questions.

The second section will describe the MasterBlend ResponsibleCare® System, how Allergy Relief Treatment™ works, how to provide this service and marketing information that can help you to inform allergy sufferers about this dramatic new way you can help them manage their illnesses. And, how you can develop this very exciting new profit center for your business.

This Special Report contains substantial amounts of technical information in layman's terms. As you might imagine, the amount of medical and technical data that is available on the subject of allergies is enormous and beyond the scope of this document. For those of you that would like even more and very detailed medical information concerning allergic disease, several excellent resources will be provided in the Resources section at the end of this Report.

Section 1

The Allergy and Asthma Crisis

It has been well accepted by the medical community and government organizations such as the U.S. EPA and the Centers for Disease Control that allergic illnesses in America are reaching epidemic proportions.

These allergic illnesses include allergic rhinitis (nasal allergies), asthma, allergic conjunctivitis and otitis media (middle ear infection). The symptoms of these illnesses can drastically impact the lives of those who suffer with them. Consider these alarming statistics:

- Well over 50 million North Americans suffer from allergies
- Allergies are the sixth leading cause of chronic disease in the United States
- Allergies are the most frequently reported chronic illness in children
- Up to 40% of North American children suffer from allergies
- 20 million Americans suffer from asthma, including 6.3 million children
- There are two million Emergency Room visits, 500,000 hospitalizations (half of which are children) and 5,000 deaths (including hundreds of children) due to asthma each year
- Asthma is the most common chronic childhood disease. Nearly 1 in 13 school-aged children has asthma, and the rate is rising more rapidly in preschool-aged children than in any other age group
- Approximately 4.2 million children had an asthma attack in the last year
- Asthma is growing at a rampant pace, increasing from 7 million sufferers in 1980 to 20 million in 2001
- Allergies are estimated to cost our economy \$18 billion annually with asthma costs estimated at \$14.5 billion in 2000
- Approximately 14 million school days and an equivalent number of workdays are lost due to allergies and asthma
- Asthma causes over 11 million doctor's office visits each year
- Asthma is the leading cause of school absenteeism due to chronic illness and during the past 20 years, the number of school absences due to asthma has more than doubled

- Asthma accounts for over 100 million restricted activity days each year
- Since 1980, asthma related hospitalizations and deaths are up by 75%
- The number of people affected by allergies, asthma and other allergic diseases is growing by 10% each year, which means that the total cases will double approximately every ten years!

As you can see from these statistics, there is an almost unlimited market for allergy relief services, including a large percentage of your current customer base. Given the serious nature of these illnesses and the dramatic impact you can have on helping those that suffer with them, the MasterBlend ResponsibleCare System will be an ideal way for you to really help your customers while increasing both sales and profits.

Understanding Allergies and Asthma

What are Allergies?

An allergen is a substance found in the indoor or outdoor environment that is normally harmless to most people. Inhalation is the most common route for allergens, including those found in the indoor environment, to enter the body. Other allergens enter the body through ingestion (food allergies), skin contact (dermatitis) or injection (drug or bee sting allergies).

The first step in the development of allergic disease is a process called sensitization. Sensitization occurs when the body is overexposed to certain allergens, causing the immune system to produce what are known as IgE antibodies in response to these specific allergens.

For reasons that medical science is not completely sure of, the body mistakes these harmless environmental substances for materials that cause illness, specifically infection, and creates IgE antibodies in order to protect the body from “sickness” when it encounters these substances in the future.

In effect, the body programs itself to consider these harmless substances as enemies to be defended against. A person can become sensitized without expressing allergic illness. Generally, continued overexposure to allergens and other environmental irritants causes the illness to manifest and symptoms to occur. Allergic illnesses often multiply and lead to much more serious, chronic and debilitating ones such as allergic rhinitis patients developing asthma or sinusitis.

Allergens are proteins that have unique shapes that identify them as allergens to the immune system. The allergen is like a lock and the antibody is like the key that fits only that lock. These IgE antibodies exist continuously in the body, constantly on the lookout for the presence of the allergen they were created in response to, sort of like keys floating around the immune system looking for the locks they were created to fit.

The way IgE antibodies identify allergens that have entered the body involves a kind of confirmation process. The antibodies look for many copies of the allergen protein shape or “lock” in order to confirm that this is indeed the invader that they were created to defend the body against.

When these antibody “keys” find a repetitive pattern of the allergen “locks” that they fit, the antibody and the allergen bind together, setting off a chain reaction designed to protect the body from infection. Part of this process is that the body releases chemicals called mediators, such as histamine, that cause what doctors call an “immunologically mediated adverse reaction” or allergic reaction or attack.

In essence, allergic reactions are the body’s mistaken reactions to fight off disease when the “invader” is actually a harmless environmental substance. These allergic reactions produce symptoms including itching, coughing, wheezing, sneezing, watery eyes, inflammation and fatigue, which are unpleasant, distressing and frequently debilitating, causing millions of missed school and work days each year.

Allergies are not only annoying and uncomfortable to say the least, but many have been linked to a variety of very serious chronic respiratory illnesses such as sinusitis and asthma. Allergic reactions can be severe and even fatal, with thousands of deaths being caused by allergic diseases such as asthma each year.

Many people develop allergies simply through overexposure to allergens, especially when they are very young (though some are genetically predisposed to developing allergies). **While there are many other risk factors, exposure to indoor allergens is now one of the largest and yet one of the most preventable and controllable causes of allergic illness.**

The medical community has identified **dust mite and pet allergens as posing the greatest risk** for the development of allergies in the first place, continued suffering of those with allergic illness and a component in the development of much more serious allergic diseases such as asthma and sinusitis.

What is Asthma?

Asthma is a chronic, inflammatory, allergic disease in which the body's airways become sensitive to allergens. When the asthma sufferer is exposed to certain triggers, the linings of the airways become swollen and inflamed, the muscles surrounding the airways tighten and the production of mucus increases, further blocking the airways.

Asthma is often associated with allergy and risk factors for developing asthma include sensitization to indoor allergens such as from house dust mites, animals and cockroaches as well as outdoor allergens, early exposure to tobacco smoke and a variety of other risk factors.

During an asthma attack, which can last from a few hours to several days, breathing is difficult and symptoms also may include wheezing, coughing and chest tightness.

Asthma can even cause death.

Each asthmatic has different triggers that cause attacks. These triggers include indoor allergens such as dust mites, animal dander and cockroaches, certain foods, strong fumes, irritants like cigarette smoke, smog, soot or pollen, respiratory infections, cold or windy weather conditions, and emotions or exercise that cause deep or rapid breathing.

One of the most important ways to control asthma attacks is to determine and eliminate the specific triggers for each individual. A health care professional should also be consulted to decide if allergy tests would be useful and which medications might help.

The Relationship Between Allergic Diseases

Medical science does not clearly understand the links between allergic illnesses but it is clear that such relationships exist. People suffering from less serious allergies such as allergic rhinitis, for example, are at greater risk for developing much more serious illnesses such as asthma and sinusitis. **It is also clear that treating the less serious allergic illness is an important strategy for preventing the development of more serious illnesses or as part of managing the more serious illness once it has developed.**

There are many diseases that are likely to have an allergic component including rhinitis, conjunctivitis, asthma, dermatitis, urticaria (wheals or hives) and

anaphylaxis. Again, the suspected link between allergic rhinitis with the development of asthma, rhinosinusitis, allergic conjunctivitis and otitis media is well established. To provide some idea of the magnitude of these illnesses, rhinosinusitis affects over 14% of the U.S. population and causes over 58.7 million restricted activity days annually and otitis media (middle ear infection) is the most common childhood disease requiring a healthcare visit.

Asthma is also commonly associated with allergic rhinitis, (also known as nasal allergy), which is an inflammation of the mucous membranes of the nose with characteristic symptoms including sneezing, itching, nasal discharge and congestion. In fact, as many as 78% of asthma patients have nasal symptoms and as many as 38% of allergic rhinitis patients have asthma. Treating the allergic rhinitis in asthma sufferers often helps treat the asthma condition as well.

Researchers are not sure why allergic illnesses are so closely related but suspect that the common passageways they share (sinuses, throat and lungs) may be the reason. But whatever the case it is clear that such illnesses can easily multiply and develop into much more serious conditions if allergen exposure is left unchecked.

Allergy and Asthma Triggers and Indoor Air Quality

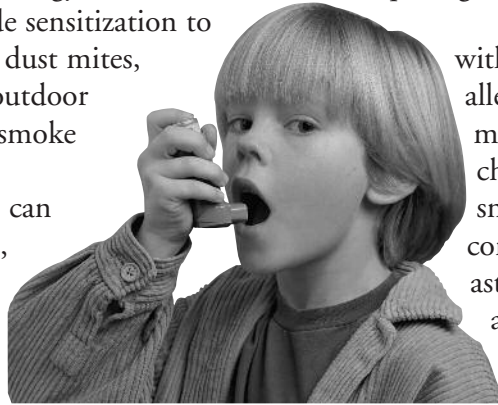
Once allergic disease is developed, asthma or allergy attacks can be caused by something that bothers the lungs, typically referred to as triggers. Triggers fall into two basic categories: allergens and irritants.

Allergens not only trigger allergy attacks but also the chemicals released during such attacks (called mediators) can, in turn, trigger asthma attacks. The most important triggers in indoor air are dust mite and animal (pet) allergens. These allergen proteins are known by the following designations:

Dust Mite Fecal Matter: Der p 1 and Der f 1

Animal Dander: Dog Dander Can f 1 and Cat Saliva Fel d 1 (though all types of animals and birds may also cause allergy)

Irritants such as cold air, cigarette smoke, industrial chemicals, perfume, paint and gasoline fumes can also trigger asthma. People with asthma may have a wide



range of sensitivity to irritants, including cleaning chemicals. Therefore, it is very important to use cleaning products developed specifically for such applications, such as MasterBlend's ResponsibleCare products.

These irritants likely trigger asthma symptoms by stimulating irritant receptors in the respiratory tract. These receptors, in turn, cause the muscles surrounding the airway to constrict, resulting in an asthma attack.

There is no question that the quality of indoor air (as well as outdoor air) can pose a significant health risk. Consider that the U. S. EPA states that indoor air pollution is **one of top five environmental risks to public health** and EPA statistics show levels of indoor pollutants **2 to 5 to up to 100 times more concentrated indoors than outdoors**. And, the American College of Allergy, Asthma and Immunology states that, **"50 percent of all illnesses are caused by or aggravated by polluted indoor air"**.

The cleaning industry has long been aware that lack of proper ventilation, improper design and maintenance of HVAC systems, off-gassing of toxic materials, exposure to second-hand tobacco smoke, exposure to volatile organic compounds and biological agents and the plethora of contaminants in indoor air we are exposed to at home and work have created a serious public health issue.

Given that Americans spend up to 90% of their time indoors, there is little question that indoor air pollution exacerbates allergic diseases, concentrates both triggers and irritants and plays a significant role in triggering allergy and asthma attacks. There are clear links that diesel exhaust and passive tobacco smoke exposure (found in both indoor and outdoor air) are both potent risk factors for allergic disease, for example.

It is important to understand that the most serious allergens in terms of the development and progression of allergic disease cannot simply be "cleaned away" or removed by improved ventilation.

This is not to say that sound cleaning and maintenance practices are not extremely important to creating a healthy indoor environment in general terms as well as a specifically allergy safe indoor environment. For example, a specially designed cleaning program is an integral component of the MasterBlend ResponsibleCare System of anti-allergen cleaning and treatment, but it should be recognized that **cleaning alone will not solve the indoor allergen problem.**

Let's take a look at dust mite and pet allergies in greater detail.

Dust Mite Allergies

Some sources indicate that dust mites are responsible for 25% of all allergies and are the most important cause of asthma worldwide. These sources further indicate that perhaps 15-20% of the earth's population is severely allergic to dust mite allergen!

Physician organizations such as the American Academy of Allergy Asthma and Immunology (AAAAI) states that dust mite feces are a major source of allergen found in house dust. It is clear that dust mite feces is one of the most important and hazardous allergens found in indoor environments.

Dust mites are actually arachnids and not insects. Related to spiders, dust mites are microscopic, eight-legged creatures that are 0.3mm in length (7,000 can fit on a fingernail) and are invisible to the naked eye.

Dust mites live on dead human skin cells, (which comprise up to 80% of house dust!) as well as fungi and bacteria. They also live off water vapor, which we provide for them by perspiration and respiration, emitting approximately one pint of moisture per person per night. This is why mites are found even in areas of extremely low humidity and prevention strategies such as reducing humidity levels in the home are generally ineffective.

Dust mites are found in virtually all homes regardless how clean, with the principal source of exposure in the home being the bedroom. Dust mites are found primarily



in mattresses, sheets and blankets, pillows, stuffed animals, carpets, curtains and upholstered furniture. The average bedroom can be infested by millions of microscopic dust mites with up to 20% of the weight of an old pillow being dust mites!

In fact, while dust mites can be found throughout the home, 60% of them live in mattresses, making the bedroom the number one treatment priority.

The bedroom provides a plentiful supply of shed human skin cells, warmth and humidity, making it an ideal environment for dust mites to thrive and multiply in. And, given that we spend up to one-third of our lives in the bedroom, we are also exposed to this highly potent allergen for long periods of time, increasing the likelihood of developing or aggravating allergic diseases.

A dust mite will produce 20 to 100 fecal pellets per day. That's 200 times its own body weight in feces during its short lifetime! If dust mite pellets were the size of golf balls, the average queen size bed would have a pile of pellets 70 feet high! A female dust mite will also lay 100 eggs during its approximately ten-week lifetime, with a new generation being produced about every three weeks.

During the night, most people toss and turn up to 60 or 70 times. This expels dust mite feces into the air from bedding and pillows. These allergens can then stay in the air for up to two hours. Once airborne, these potent allergens are inhaled where they can cause allergic illness in the first place and stimulate allergic reactions and asthma attacks in those that already have developed allergic disease. Other activities such as walking, vacuuming (with most vacuum cleaners) and changing bed linens easily stir up dust mite allergens.

Dust mite levels are on the rise but no one is really sure why. In 2002 the National Institute of Environmental Health published the results of a three-year study determining that 47% of North American homes have bedding containing enough dust mite allergens to cause allergies. Of these homes, 24% had levels that were five times greater than the threshold to cause allergic reactions.

It is speculated that this rise is due to construction of "tight", energy efficient homes and offices, which reduces ventilation and increases humidity as well as the popularity of cool water detergents and cold water washing (hot water washing kills dust mites).

Some authorities suspect the prevalence of wall-to-wall carpeting is also a factor in the increasing levels of dust mites. This hypothesis was put to the test in Sweden over 10 years ago. At that time in Sweden it was thought that carpet contributed to the development of allergic illnesses. Installed carpet was banned from public buildings and its market share went from 40 percent to 2 percent today. During that same time period, allergic cases increased 600 percent!

Now Swedish authorities believe that the increase in allergies was due to poor indoor air quality. Unfortunately, this assessment comes a little late for the Swedish carpet industry. As we know now, carpet likely acts as a filter or reservoir that holds indoor pollutants until they can be removed from the environment by cleaning.

Still, physicians and medical organizations often recommend minimizing the use of carpets and

upholstered furniture, something that you as a cleaning and indoor environmental professional will need to be prepared to refute.

Laurence Lee, a Certified Industrial Hygienist at Argus Pacific has even found high levels of dust mites in office work places. It is being increasingly suspected that work environments are also causing and aggravating allergic conditions.

Pet Allergies

It is estimated that there are more than **100 million** pets in the United States and more than 70% of American homes have a dog or a cat or both. We are attached to our pets for a variety of reasons including unconditional love, companionship, security and comfort to name a few.



However, according to the Humane Society of the United States, approximately 15% of the U.S. population is allergic to pets and other animals. People with pet allergies are allergic to a protein, which is found in pet dander (dead skin flakes), oils secreted by the sebaceous (skin) glands, saliva and urine.

There is a common misconception that people are allergic to pet hair or fur. It is not the hair itself that causes the allergic reaction. However, exposure to pet hair can and does expose people to allergens carried on the hair. This is because when an animal grooms itself, allergen-containing saliva is deposited on the hair. And, hair and fur can collect dust, pollen, mold and other allergens.

So, while the hair or fur is not an allergen in and of itself, it is easy to understand why the misconception concerning "pet hair allergy" exists. Given that there is no allergy to pet hair, per se, there is no such thing as a non-allergenic pet, even short haired or hairless breeds.

Cat allergies are twice as common as dog, though birds, rabbits, rodents and any animal with feathers or fur can create or trigger allergies. Pet droppings are also of concern, especially in the case of birds and rodents.

Pet allergen accumulates easily and persistently in carpets, mattresses, bedding, upholstered furniture and clothing. It consists of very small, lightweight particles

and can stay airborne for long periods of time when disturbed, being easily inhaled into the nose and lungs or landing on the lining of the eyes.

One would, of course, expect to find animal allergens primarily in homes where animals are present. Surprisingly, however, animal allergens are also found (in lesser amounts) in places where pets have never been present such as workplaces, schools and other public buildings. It is likely that pet allergen is brought into these environments on the clothing of pet owners.

Animal dander is sticky and can easily adhere to other surfaces. So while dander on smooth surfaces can be easily removed by simple cleaning, dander on textile surfaces such as carpeting, upholstered furniture, mattresses and clothing can persist for long periods of time. Most estimates are that even after pets have been removed from a home, pet allergens will still be present even after five to six months!

The number one recommendation of allergists to families with pet allergy sufferers is to remove pets from the home. Anyone who has had to face the trauma of giving up a beloved pet will understand why it is estimated that between 75 and 90% of families with pet allergies do not take their physician's advice and remove their pets from the home.

The Humane Society estimates that one third of people with cat allergies, perhaps the most potent pet allergy, have at least one cat in the home! It's clear that the benefits of pet ownership clearly outweigh the allergic symptoms for the majority of pet allergy sufferers.

Like dust mites, prolonged exposure to pet allergen can cause the development of allergies as well as aggravate existing allergic illness and stimulate the progression of allergies into more serious allergic diseases such as asthma. In fact, 20 to 30 percent of asthma sufferers also have pet allergies.

Given that people are so unwilling to treat pet allergies by removing the offending pets, and that containing and controlling pet allergen is so difficult, a treatment regimen such as MasterBlend's ResponsibleCare System that renders pet allergen inert and unable to cause allergic reaction is ideal.

Can Allergic Illnesses be Controlled and Even Prevented Through Environmental Control?

One of the major reasons people develop allergic illnesses is overexposure to various allergens, especially those found in indoor air. This is due in part to the rapidly increasing levels of serious allergens, especially from dust mites and pets, found indoors combined with the fact that Americans now spend up to 90% of their time indoors.

The American Academy of Allergy Asthma and Immunology (AAAAI) states that it is important to implement a system of controlling exposure to indoor allergens (known as *Environmental Control* or *EC*) **before the expression or manifestation of allergic illness.** EC is one of the four general principles of preventing and managing allergic disease recommended by the medical community.

They go on to say that it is important to use Environmental Control in homes with young children in order to prevent sensitization, the first phase in the development of allergic disease, in non-atopic (those without a genetic predisposition to allergic illness) children.

It is now clear that allergies can, in fact, be controlled and even prevented by avoiding the triggers that cause them. These same triggers can cause sufferers to develop additional and often more serious allergic illnesses as well.

With EC, efforts are made to reduce exposure to or eliminate the sources of the most important indoor allergens; dust mites and pets. Often, this approach is focused simply on reducing house dust, which contains these allergens when they are present. The theory being that a reduction in dust will equal a reduction in allergen.

There are many ways that people implement EC. These include mattress covers, HEPA air cleaners, specialized vacuum cleaners and even some exotic practices such as liquid nitrogen treatments. And there have been many reports that these efforts have helped some people.

And while it makes sense to practice EC to the extent that one is able, the real truth is that, until now, there has not been a truly successful way to reduce the most serious allergens found in indoor air without a lot of effort and expense and the very real possibility that no matter how diligent one is at implementing EC, results are uncertain at best.

Doing Nothing Can Make Something Annoying, Bad and Something Bad, Worse

Exposure to dust mite and pet allergen are widely accepted to be one of the most important causes of allergic disease. And, continued exposure aggravates allergic illnesses, which can lead to the development of others. Allergies are also risk factors for the development of more serious, chronic and even life threatening illnesses like asthma and sinusitis.

Why allergic illnesses tend to multiply is not yet clearly understood. Scientists suspect that the common passageways of the sinuses, throat and lungs may be the reason. But in any case, there is a well established suspected link between allergic rhinitis (*nose*) with the development of asthma (*lungs*), rhinosinusitis (*sinuses*), allergic conjunctivitis (*eyes*) and otitis media (*ears*).

Doctors now recommend that the most important way to reduce symptoms, control and even prevent the development of allergies and asthma is to avoid or minimize exposure to dust mite and pet allergens.

One of the most important strategies for treatment of established allergic illness is the use of Environmental Control to minimize exposure to allergens that can lead to multiplication of allergic illnesses and the development of far more serious and even life threatening ones.

“Exposure to allergens produced by house dust mites—found in nearly every indoor environment—can lead to asthma in children who are predisposed to developing the disease.”

Institute of Medicine

“Indoor allergens play a major role in allergic diseases such as asthma and perennial allergic rhinitis. Most Americans spend more than 20 hours indoors each day.”

*“The Allergy Report”, American Academy of Allergy
Asthma and Immunology*

“20 million Americans are highly allergic to dust mites.”

Asthma and Allergy Foundation of America

Four Principles for Managing Incurable Allergic Diseases

As we have discussed, people first become sensitized to certain substances in the environment due to a variety of conditions including overexposure to various allergens. During sensitization the body develops allergen specific antibodies and programs itself to have allergic reactions when exposed to these allergens. During this phase the allergic illness itself may not yet have developed or expressed. The second phase is when the allergic disease actually manifests and produces symptoms.

Prevention is an ideal approach to allergic illnesses given the dramatic rise in such illnesses, that less serious allergic diseases often progress into chronic, serious and life threatening ones and the fact that **allergic diseases cannot thus far be cured and can only be managed.** Furthermore, prevention of allergic diseases is an important way to attempt to manage the enormous individual, social and economic costs of allergic disease.

Therefore, the medical community bases prevention strategies for allergic diseases on the following three stages:

Primary Prevention:

This focuses on blocking sensitization and development of the IgE-mediated response and therefore allergic illness in the first place.

Secondary Prevention:

This strategy attempts to block the expression of the disease, despite sensitization.

Tertiary Prevention:

This tactic seeks to control factors that increase symptoms in persons who already have allergic illnesses.

Diagnostic Testing

While this Special Report focuses on Environmental Control as a prevention and management strategy for allergic illnesses, a medical diagnosis, including specific diagnostic tests, is important to confirm the diagnosis of allergy, to differentiate the allergic disease from other disorders, and to help develop appropriate treatment plans.

While the professional cleaning industry can perform an important and valuable service for allergy sufferers, we should do so in concert with the medical profession at all times. It is wise to always recommend that customers work with qualified medical professionals to treat their conditions.

There are four general principles recommended for managing (and in some cases preventing) allergic diseases by the medical community:

1. Environmental Control:

This is a strategy that seeks to avoid or control the factors that contribute to the development or aggravation of allergic disease including allergen sensitization (initial allergen overexposure), continued allergen exposure, and environmental irritants.

2. Pharmacologic Therapy:

There are many effective drugs now available to help manage allergic illnesses. However, these are management tools and not cures. The best results occur when drug therapy is used in concert with Environmental Control practices and allergen immunotherapy when appropriate.

3. Allergen Immunotherapy:

Allergen immunotherapy (also called allergy vaccine therapy or more commonly known as allergy shots) is the repeated, controlled administration of specific allergens to patients with IgE-mediated conditions. It can be useful for patients with allergic rhinitis, conjunctivitis, or asthma. The objective of allergen immunotherapy is to reduce disease severity from natural exposure to the allergens to which the patient is sensitive.

4. Patient Education

The primary source of patient education is likely to be their physician. Allergy sufferers will also obtain information from a wide variety of service and product providers, Internet sources and so on. It is important for cleaning professionals to be up to date on current knowledge concerning allergies, especially in the area of Environmental Control (which is the purpose of this Special Report).

Five Reasons Environmental Control Often Fails

Reason Number 1: Source removal is impractical and quite frankly, impossible.

It makes sense to get rid of dust mites, the source of one of the most potent indoor allergens. But just how does one do that in the real world? We humans provide them with an endless supply of food and water. And regardless how cool and dry (and how uncomfortable for us) we keep the bedroom; we create a warm, moist microclimate every night for mites to thrive in.

Eradication of dust mites would require such high levels of pesticide that such treatments would be harmful to humans. And, we always carry some mites on our hair and eyebrows that would be reintroduced to our bedding, starting the whole cycle again.

Remember, each mite lays 100 eggs during its short life and a new generation is produced every three weeks. So even if it was appropriate to use pesticides and miticides on mattresses the thickness of a sheet away from an allergic illness patient's skin (which, naturally it is not!) such poisons would not eliminate dust mites.

In terms of pet allergies it is sometimes possible to eliminate the source of the allergen. However, we have already seen that in most cases the source of the allergen will not be removed from the home.

Reason Number 2: To have a positive effect, Environmental Control must drastically reduce levels of allergen.

For people with dust mite allergies, to have any real effect EC must reduce dust mite populations **to between one tenth and one hundredth of what they were before!** And while it is not exactly known what degree of reduction would be required in terms of pet allergen, it is reasonable to suspect that similar reductions are required.

So as you might imagine, an Environmental Control program would have to be comprehensive and diligently followed to produce outcomes that would result in relief for allergy sufferers.

The bottom line is that whatever EC procedures are being followed they must perform very effectively in order to make any meaningful reduction in the allergen load in a home. This inability to adequately reduce the amount of allergen, and therefore symptoms, is often a cause of failure of EC efforts.

Reason Number 3: EC efforts must be consistent and long term.

Since we already know that we can't eradicate the source of dust mite allergen and that pet allergen can linger for months and even years after the source is removed (when it even can be removed), EC efforts must be ongoing.

The sometimes drastic efforts of EC can be hard to sustain for months and years. EC can represent a real lifestyle change and in today's busy world, it is hard to add much more in terms of tasks or complexity and sustain such activities consistently.

Reason Number 4: EC can be too complex to understand and implement correctly.

There are a lot of theories out there about what steps to take, often proposed by those selling products for that purpose. That doesn't mean those products don't provide a benefit but it can be so confusing to allergy sufferers that they give up on any EC efforts at all.

Reason Number 5: EC efforts can be expensive and financially out of reach for some people.

Many EC efforts involve relatively expensive products such as air cleaners and HEPA vacuum cleaners not covered by insurance. For many people, such expenses are simply unaffordable.

To sum it all up, Environmental Control looks good on paper but often fails miserably in the real world where patients need it the most. Given that EC is one of medicine's primary strategies for preventing and managing allergic illnesses this has been a real disappointment to people suffering with these diseases.

Until now.

At last, Environmental Control can be an incredibly powerful weapon to prevent and manage allergic illness with the development of MasterBlend's Anti-Allergen Technology. **This technology allows EC to be highly effective, knocking indoor allergen counts down dramatically to levels that will provide real and significant relief to allergic illness sufferers. Levels that can prevent the development of allergies in the first place. And, this technology is simple, non-toxic, scientifically proven to be effective and highly affordable.**

Section 2

The Anti-Allergen Technology That's Revolutionizing Environmental Control

Remember that an allergic reaction takes place when IgE antibodies in the immune system come into contact with a repetitive pattern of shapes contained on the surface of allergen proteins. You might recall that we used the example of keys floating around the body looking for locks that only they fit. When these “keys” come together with these “locks” an allergic reaction is the result.

MasterBlend has developed a very simple and highly effective way of changing the shape of the allergen proteins, making it unrecognizable to the body as an allergen! In layman's terms, the chemical or molecular structure of the allergen protein is not changed but the shape of it is. And it is this shape that the antibody looks for in order to identify the substance as an allergen. So when you change this shape, there is no repetitive pattern of shapes that allow the body to identify the material as an allergen and therefore, there is no allergic reaction!

Another way of looking at it is that this new Anti-Allergen Technology disassembles the allergen locks. The lock itself is not melted down or changed into something else and nothing is added nor taken away. In a very real way, the lock is still there. But as the antibody “keys” roam the body looking for the locks that only they fit, these allergen “locks” appear as cylinders and tumblers and shackles and cases and screws and rivets and so forth. **Because they do not appear as a “lock” to the body, the antibody “key” does not bind with them and there is no allergic reaction!**

This breakthrough product is called Allergy Relief Treatment™ and is the cornerstone of MasterBlend's ResponsibleCare System of anti-allergen cleaning and treatment. It is effective on dust mite, cat and dog allergen, the most hazardous allergens found in the indoor environment.

Allergy Relief Treatment does not kill mites (or people or pets or anything else for that matter!). It is not a pesticide or a miticide.

Allergy Relief Treatment is a water-based solution that contains a powerful active ingredient derived from naturally occurring extracts found in certain fruit and vegetable seeds. **This active ingredient has been scientifically proven to reduce indoor allergen**

concentrations below the levels that can cause allergy symptoms.

Allergy Relief Treatment provides an immediate reduction in allergen levels. In fact, most of the time, patients report a drastic improvement in symptoms within the first three nights when the bedroom has been completely cleaned and treated.

Even better, when properly applied, this treatment will provide a residual effect for up to six months! In homes where the source of allergies such as pets will not be removed or where allergy symptoms are very severe, treatments may be required every three months.

Allergy Relief Treatment is applied following cleaning with MasterBlend's ResponsibleCare System products simply by pump-up or electric sprayer to mattresses, carpeting, upholstered furniture, rugs and window treatments that are safe to wet clean.

Allergy Relief Treatment can also be used to treat bedding in the washing machine. **It is so effective that the treatment will remain effective for up to four subsequent machine washings.**

Allergy Relief Treatment is *not* tannic acid, which is sometimes recommended for a similar purpose. Tannic acid can easily discolor many fabrics and even when it has been “decolorized” can make fabrics brittle and subject to strange discoloration when exposed to sunlight.

Allergy Relief Treatment is the foundation of MasterBlend's ResponsibleCare System of anti-allergen cleaning and treatment, a system that is revolutionizing Environmental Control and providing unheard of opportunities for the cleaning professional to truly help their customers and prosper at the same time!

“This laboratory study has clearly demonstrated the potential for Allergy Relief Treatment as an effective denaturant of the major dust mite allergen Der p 1 protein.”

Dust Mite Allergen Denaturation: A Trial of Allergy Relief Treatment
Richard Thorogood, MI Bio., Auckland University School of Medicine

“...Also, and more importantly from the allergen sufferers viewpoint, binding to Der p 1 (dust mite allergen) was reduced by the same proportion (100-1000 fold), demonstrating that exposure to (Allergy Relief Treatment) not only reduces the measurable concentration of Der p 1 (dust mite allergen) but also **destroys its allergenicity.**”

Dust Mite Allergen Denaturation: A Trial of Allergy Relief Treatment

Richard Thorogood, MI Bio., Auckland University School of Medicine

“(Allergy Relief Treatment) was shown to have denaturing effects on Fel d 1 (Cat), Can f 1 (Dog), Der p 1 (Dust Mites), and Der f 1 (Dust Mites) in dust samples containing these allergens.”

P. Brock Williams, Ph.D. Director of Research IBT Reference Laboratory Lenexa, KS

How Much Allergen Reduction is Enough?

One of the drawbacks of many Environmental Control efforts is that the reduction in allergen levels is insufficient to prevent or reduce symptoms or stop allergic illnesses from developing. **The active ingredient in Allergy Relief Treatment has been scientifically proven to reduce indoor allergen concentrations below the levels that can cause allergy symptoms.**

“If an allergen denaturant (Allergy Relief Treatment) is to be of value when used in the home, it must have the potential to reduce dust mite allergen concentrations below the level that can cause allergy symptoms. There is a threshold concentration of 10ug of Der p 1 (dust mite allergen) per gram of settled house dust, which is widely accepted to increase the risk of asthma symptoms in mite-allergic asthmatics. Having the capacity to denature 90% of Der p 1 in house dust, Allergy Relief Treatment has the potential to reduce allergen levels below the 10 ug-g-1 threshold when house dust contains Der p 1 concentration of 100 uf.g-1. The average range of Der p 1 allergen levels in house dust in New Zealand are from 20-70 ug per gram of dust, whereas levels as high as 100 ug.g-1 do occasionally occur.”

Dust Mite Allergen Denaturation: A Trial of Allergy Relief Treatment

Richard Thorogood, MI Bio., Auckland University School of Medicine

“Allergy Relief Treatment clearly has the potential to fill the role of an effective means of reducing dust mite allergens in carpets and upholstery and has the potential to become an effective aid for the mite sensitive allergy sufferer to minimize allergen exposure.”

Dust Mite Allergen Denaturation: A Trial of Allergy Relief Treatment

Richard Thorogood, MI Bio., Auckland University School of Medicine

How You Can Use MasterBlend's ResponsibleCare System to Drastically Improve the Lives of Allergy Sufferers

The ResponsibleCare System consists of cleaners and a treatment specifically for the care of environments in the homes and work places of allergic illness sufferers or those who are chemically sensitive or both. Treatment of such environments is a two-step process.

First, surfaces must be cleaned. As we have discussed, it is very difficult to remove allergen from textile surfaces by cleaning. However, we do want to remove the food source for dust mites as well as any allergen that can be released by cleaning. And, more importantly, cleaning removes the soils that might interfere with the application of Allergy Relief Treatment.

All of the ResponsibleCare cleaning products including Allergy Relief Treatment are hypoallergenic, non-toxic, dye and perfume free, contain no solvents, volatile organic compounds (VOC's), phosphates or other hazardous materials and are biodegradable and environmentally safe and are derived from renewable fruit and vegetable seeds. They are also California CARB compliant.

The products are virtually odor free and have been specially formulated for use around people with allergic illnesses and chemical sensitivities. They can be safely and effectively used in homes with children and pets. Allergy Relief Treatment is so safe that it can even be used on pets!

Allergy Relief Treatment contains no benzyl benzoate and is **not** a pesticide or miticide.

In addition to having no volatile organic compounds (VOC's), ResponsibleCare products do not contain delimonene, a popular “green” cleaning agent that also off-gasses and can sometimes leave a soil attracting residue.

And, unlike other “green” cleaning products that achieve their non-toxic and green status at the cost of cleaning ability, ResponsibleCare products are formulated to be outstanding cleaners with an alkaline pH (10.0 for Anti-Allergen PreSpray and 9.2 for Anti-Allergen All Fiber Rinse), so you can obtain outstanding cleaning results even on heavily soiled carpets and upholstery.

The Anti-Allergen cleaning products include a **Pre-Spray, All Fiber Rinse, Non-Fragrance Oxidizing Deodorizer** and the **Allergy Relief Treatment**. In addition, there is an **Anti-Allergen Filter Enhancer** used to treat furnace filters and vacuum cleaner bags, as well as a laundry addition, **Allergy Relief Laundry Treatment**.

Anti-allergy services primarily focus on the bedroom of the allergy sufferer(s). This is because the bedroom is the area of greatest allergen concentration (in terms of dust mites) and therefore exposure. In fact, 60% of the dust mites in the typical home are found in the mattress.

The environment in the bedroom can be more easily managed in terms of Environmental Control measures such as placing air cleaners, restricting pets, removing dust attracting clutter and so on. And, since we spend one third of our lives sleeping in the bedroom, it makes sense to concentrate EC efforts there. For these reasons, when you are providing services to prevent development of allergies, focusing on the bedrooms of all members of the household is recommended.

MasterBlend’s ResponsibleCare System is designed to clean and treat mattresses, carpeting, upholstery, rugs, wet cleanable window treatments, baseboards, windowsills and bedding. While servicing the bedroom is the highest priority, significant benefits may also result from cleaning and treating other areas where allergy sufferers spend lots of time. These areas include the upholstered furniture and carpeting in rooms where time is spent watching television, reading and so on.

In homes where the source of allergies is a pet(s) that will remain in the home, all carpeted areas and upholstery that pets have access to should be cleaned and treated in addition to the bedroom. And naturally, the offending pet should never be permitted in the bedrooms.

It is worth at least recommending cleaning and treatment of all carpeting and the most frequently used (i.e. couch potato) upholstery when treating

homes of allergy sufferers. Factors such as the severity of allergies, customer budget and other factors will influence this decision but the material cost of the ResponsibleCare cleaning products require only a ten to fifteen percent premium above normal cleaning prices and Allergy Relief Spray is generally priced comparably to carpet protector at 12 to 15 cents per square foot. This means that prices for such an important service are quite comparable to full service, high quality carpet cleaning and protection!

Cleaning Green

Green has become more than just a trend. Although there have been attempts to define “green” cleaning, we believe the best approach is from Dr. Steven Spivak: “Cleaning green, a preferred term otherwise known as ‘green cleaning,’ which comprises environmentally responsible management with care, maintenance, cleaning and renovation procedures. It is achieved by employing products, formulations, equipment, procedures or systems intended to minimize any harmful environmental impact and maximize sustainability of natural and built environments.”

As Dr. Spivak’s definition explains, “green” is not just a product, but a whole approach to how we operate our cleaning business. This is what the ResponsibleCare Cleaning System is about. When cleaning with our plant-based products you can be assured no harmful materials are introduced into an allergy sufferer’s home. However, you have excellent cleaning results. ResponsibleCare products are WoolSafe and Design for the Environment approved.



Anti-Allergen Cleaning & Treatment Procedures

Pre-Vacuuming:

All areas to be treated should be thoroughly pre-vacuumed before wet cleaning. The preferred method for pre-vacuuming is using a high quality HEPA filter vacuum cleaner or a turbine tool attached to a truck mount or portable extractor that is placed outside the living space. This is so the extractor's exhaust is vented outside and not in the living space where it can spread allergens throughout the indoor environment.



Some companies report that a separate HEPA-filtration vacuum cleaner makes a more positive impression than vacuum tools attached to extractors or truck mounts. In addition, it is recommended that technicians wear dust masks or respirators during vacuuming. This is for their protection as well as to make a value added impression on the customer.

Deodorization:

If carpet or textile deodorization is required, apply **Anti-Allergen Oxidizing Deodorizer** to mattresses, carpet or upholstery prior to cleaning. Allow a short dwell time and be sure to rinse the deodorizer completely during the cleaning process.

STEP I

Pre-Treatment:

Pre-spray mattresses, upholstery, carpeting and any textiles to be cleaned with **Anti-Allergen PreSpray**. Agitate the area with the appropriate tool (brush, groomer, towel) and allow five to ten minutes of dwell time. Be sure to test for colorfastness or color change in an inconspicuous area.

Because allergy sufferers may be sensitive to finely sprayed materials if you are using an in-line sprayer (Power Jet/Hydro-Force) be sure to spray at 100 PSI to prevent atomizing products in the home. The combination of high heat and pressure sometimes created by truck mounts and in-line sprayers may cause an objectionable condition.

STEP II

Extraction Cleaning:

Use hot water extraction to clean pre-sprayed areas with **Anti-Allergen All Fiber Rinse** in the cleaning solution. If using portable extraction equipment, be sure to place the machine outside the living space to prevent the spread of allergen laden exhaust within the living space. Use of low moisture, internal spray hand tools on upholstery and mattresses is highly recommended for speed drying and to reduce the potential for cleaning related problems. As always, test for colorfastness or color change in an inconspicuous area.

Mattress Cleaning:

This process starts with a thorough vacuuming of all sides of the mattress with a HEPA-filter vacuum cleaner or a turbine hand tool attached to a truck mount or portable extractor placed outside the living space.

Apply the **Anti-Allergen PreSpray** and allow adequate dwell time. Clean the top of the mattress using a low moisture hand tool using **Anti-Allergen All Fiber Rinse** in the machine. Turn the



mattress and repeat the process on the other side (if this is a mattress that can be turned as some of the new mattresses are designed never to be turned). Clean all the sides as well. This can often be done while the mattress is still on the box spring or frame. Be sure to use a low moisture internal spray hand tool to leave the mattress as dry as possible. If cleaning box springs, follow this same procedure.

Mattress Deodorization:

One procedure that will provide a tremendous value perception to your customers is mattress freshening.

This procedure is especially effective when mattresses need urine deodorization. This is because **ResponsibleCare Anti-Allergen Deodorizer** is an oxidizer that breaks down the cell walls of malodors causing them to break down into their harmless component parts. However, in order to be effective, the deodorizer needs to come into contact with the source of the odor, usually human sweat and urine in mattresses.

First, spray all surfaces of the mattress with **Responsible Care Deodorizer**, then place the mattress in a plastic mattress bag. Then, use your extractor's vacuum hose to remove all the air from the bag. This will remove the air from inside the mattress, which will then compress. When the vacuum is turned off and air is reintroduced into the mattress, deodorizer will be drawn deep into the mattress's fabric layers where it will come into contact with the source of malodors. In this way, you don't have to saturate the mattress with deodorizer in order to accomplish effective odor elimination.



This process also will "freshen" the mattress by exchanging the air trapped inside. Mattress freshening is visually very powerful. Therefore, whenever possible have your customers present during this process.

Mattress bags are available at U-Haul for the very reasonable price of about \$4. Some technicians also carry shrink-wrap in order to cover small tears that eventually develop in the mattress bags.

STEP III

Allergy Relief Treatment on Mattresses:

Apply a wetting mist of **Allergy Relief Treatment** to all sides of the mattress using a pump-up or electric sprayer with the appropriate tip. Remember that a wetting mist for a mattress requires significantly less liquid than for carpet.



Mattress Turning:

Turning the mattress should be part of your service offering. Generally, mattresses require turning every six months. Simply flip the mattress over from foot to head. If the customer has another way they would like the mattress to be turned, simply follow their directions.

It is also recommended that you obtain stickers that you can apply to the mattress with your company name and contact information as well as a space to write in the date of service and the date of next service.

Be sure to let your customers know that turning the mattress is part of your service and that you'll turn it again on your next visit in six months.

Allergy Relief Treatment Application on Carpet and Upholstery:

As with mattresses, the last step is to apply a wetting mist of **Allergy Relief Treatment** to all areas using a pump-up or electric sprayer. Again, test for colorfastness or color change in an inconspicuous area and do not use on rayon fabrics as it may cause a color change!

Carpet Protector:

Allergy Relief Treatment is compatible with Scotchgard® Protector, DuPont Teflon®, **MasterBlend Ultimate Protector**, and most other carpet protectors on the market. **Allergy Relief Treatment** will not affect the performance of the protector nor will carpet protector adversely affect **Allergy Relief Treatment**. Simply apply protector first and the **Allergy Relief Treatment** as the final step.

Speed Drying Cleaned and Treated Areas:

Humidity is often an asthma trigger and so it is very important to speed dry all cleaned areas. This is especially true of bedrooms and in particular mattresses, which must be dry by bedtime. Therefore, you must always speed dry when providing anti-allergen cleaning and treatment services. Depending upon temperature and humidity, mattresses are usually dry in about an hour.

Take the mattress off the bed and lean it against a wall to dry. Be sure to put white butcher paper underneath it where it is sitting on the floor. Use foam blocks to keep it away from the wall that it is leaning on. Set up an air mover to blow across the mattress to speed dry it as quickly as possible. The new axial type air movers such as Dry Air Technology's Gale Force are ideal for this application. If cleaning box springs, follow this same procedure. Speed dry all cleaned and treated carpets and upholstery using normal drying procedures.

Launder Bedding:

Have the homeowner launder bedding in hot water, using one cup of **Allergy Relief Laundry Treatment** in the rinse for each load.

Pillows:

Pillows may often be laundered and if so, this is recommended with one cup of **Allergy Relief**

Laundry Treatment being used in the rinse cycle. It is recommended that pillows be placed in allergen proof covers and treated or replaced every six months.

Baseboard and Window Sill Cleaning:

Wiping down baseboards and windowsills with a damp cloth is recommended as part of an extra thorough cleaning as these are often areas that collect allergen laden dust.

Allergen Impermeable Bedding Covers:

Highly effective and comfortable allergen impermeable covers are now available for mattresses, pillows and comforters and are highly recommended. Weekly laundering of bedding in hot water using one cup of Allergy Relief Laundry Treatment every fourth week is also recommended.

Apply Anti-Allergen Filter Enhancer:

If the home has a forced air heating system, spray Anti-Allergen Filter Enhancer on the furnace filter, which will help trap and hold allergen proteins in the filter without reducing airflow. Recommend to the homeowner that filters be treated each time they are replaced. This product can also be used to treat vacuum cleaner bags.

This cleaning and treatment application as described provides a residual effect of three to six months. In most cases, a complete cleaning and application of the Allergy Relief Treatment will be required only every six months. In cases of severe allergies or very difficult environmental conditions, cleaning and treatment may be required at three-month intervals. In these rare cases, the cost of your services will be a small price to pay for the relief your customer will be experiencing.

The MasterBlend ResponsibleCare System of high quality green cleaning agents is not only an important part of anti-allergen treatments but these cleaners are outstanding for everyday use as well. Given the epidemic growth of allergic illness, chemical sensitivity, mystery illnesses such as chronic fatigue syndrome and fibromyalgia and the litigious nature of our society, use of any potential irritants in the customer's home must be questioned. And, as a cleaning professional who may be exposed to cleaning chemicals every day for years on end it makes sense to use the safest products possible.

Allergy Relief Treatment is Safe for You, Your Customers, Children, Pets and the Environment

The safety of the products is likely to be a very real concern of your customers. You should know that all of the ResponsibleCare cleaning products including Allergy Relief Treatment are hypoallergenic, non-toxic, dye and perfume free, contain no volatile organic compounds (VOC's), phosphates or other hazardous materials and are biodegradable and environmentally safe. In addition, the products are derived from renewable fruit and vegetable seeds.

The products are virtually odor free and have been specially formulated for use around people with allergic illnesses and chemical sensitivities. They can be safely and effectively used in homes with very young children (who are at the greatest risk for developing allergic illnesses) and pets. Allergy Relief Treatment is so safe that it can even be used on pets!

Allergy Relief Treatment contains no benzyl benzoate and is **not** a pesticide or miticide.



The Market and the Opportunity to Provide Allergy Relief Services

No matter how you look at it, the market for allergy cleaning and treatment services is enormous. It is undisputed that 50 million Americans suffer from allergic illnesses and 20 million of us are asthmatics. Given that these illnesses sometimes co-exist we can deduce that there are between 50 and 70 million sufferers of allergies and asthma.

In addition, some sources indicate that 25% of all allergies are caused by dust mite allergen and that 15-20% of the earth's population is allergic to the waste these creatures produce. Regardless of the actual numbers, the medical community is in agreement that dust mite and pet allergen are the most serious indoor allergens we are exposed to and that preventing

or minimizing exposure to these substances is one of the main ways to prevent and manage allergic disease.

Naturally, within a group of this size there will be all types of allergies and various levels of severity of the diseases being experienced. The more severe the illness, the more likely the person is to try to educate themselves and be willing to purchase services that might ease the “pain” they are experiencing. Therefore, the most likely prospect groups are those with the most serious illnesses such as asthma, sinusitis, repetitive otitis media (inner ear infection) and so on.

At the same time, those with serious illnesses may also be more skeptical. Cleaning professionals have found that the Symptom Relief Guarantee often reassures people that they are not going to be taken advantage of and often convinces them to give the treatment a try.

Don't forget that people with moderate to even serious allergic illnesses may not be as educated as you think. In these cases, a bit of explanation about the way allergies are developed and triggered, the way allergic diseases lead to others and the way moderate allergies are risk factors for very serious allergic diseases can help your prospect understand the need for anti-allergen services.

Given these facts and that continued exposure to indoor allergens can create all types of worsening of allergic disease, even people with mild to moderate allergic illnesses are also excellent prospects for allergy treatment services.

Families with children that have allergies and especially the more serious illness asthma (there are 6.3 million children with asthma in the U.S.) are outstanding prospects. No one wants to see their children suffer unnecessarily and these parents are not only outstanding prospects but the word of mouth advertising potential is enormous.

These numbers do not include the large numbers of people who would be interested in preventing the onset of allergic illness in themselves and their children. Given that young children are most at risk for developing allergic disease from exposure to indoor allergens, parents of young children or expectant families also make excellent prospects for these services.

Another group that is likely to be highly motivated to purchase allergy treatment services is people with pet allergies that have chosen to keep pets in their home. This group is ideal for a regular maintenance program that allows them to more easily live with the pets they are willing to suffer great discomfort to keep.

So far, the discussion has been largely focused on the residential market. However, there is growing evidence that indoor allergens are increasing in the workplace and contributing to the development and exacerbation of allergic illnesses. Given the low cost of Allergy Relief Treatment there is definitely an opportunity to provide anti-allergen services to commercial clients at a very reasonable price to help offset what is likely to be a low sense of urgency. Workplaces that allow pets are excellent candidates for treatment. Desk chairs, upholstered office furniture and carpeting are all viable for anti-allergen cleaning and treatment.

In addition, given that many workers are suspicious of anything used in their workplace that has an odor, and, given that there may be allergic and/or chemically sensitive employees in commercial clients' buildings, use of ResponsibleCare cleaning agents is an option to offer your clients.

Unfortunately, allergy treatment is likely to be a growth industry for the foreseeable future. Many of the reasons for the increase in indoor allergen levels are not even understood yet let alone being addressed in any meaningful way. It is estimated by the National Center for Health Statistics that the number of people with allergies increases 10% each year. This means that the market for these services is doubling every ten years.

Given that something close to 24% of the U.S. population suffers from some form of allergic illness it is certain that within your own customer base are many likely purchasers of these services once they know that you offer them. And it follows that out of ten new customers between two and three of them will also be viable candidates for allergy relief services.

Any way you look at it there is a large and viable market for you to provide with these services that takes advantage of the equipment you already own, makes use of expertise and experience you already have with only slight modifications to your procedures and requires only a minimal investment in products to do the job effectively. Allergy relief services are far less competitive than carpet cleaning, establish you as more of a professional, can lead to significant repeat, referral and supplemental sales and can significantly add to your income as well as bottom line profits.

Marketing Guidelines for Allergy Relief Services

Given the phenomenal size of the market for allergy relief services and the fact that you can easily deliver real, significant and guaranteed relief to those with allergic illnesses makes the potential for marketing these services practically endless. Your company will develop a unique marketing plan for allergy relief services that will reflect your operation, your market and the prospect groups that you would like to focus on.

Therefore, going into specifics about what such a plan “should” look like is an individual effort and so is beyond the scope of this Special Report. However, what follows are some marketing guidelines that can help you as you develop your own plan.

Purchasing motivations are quite varied and like an iceberg, the greatest portion of why people buy lies hidden beneath the waters of the subconscious. However, it is generally accepted that the single biggest purchasing motivation is to relieve current “pain”. It is also thought that the second biggest buying motivation is to prevent future “pain”.

Pain can be quite literal. No one thinks about whether emergency room services are covered under their health insurance when they’ve just been seriously hurt. And, “pain” can often be subtler, such as the feeling that perhaps one is not as good a parent as one might be.

In terms of allergy relief services it is clear that there is real pain in the present. And, there is the potential for future pain as allergic illnesses can multiply and more serious ones can develop. And there is also potential pain in households where there are currently no allergy sufferers, especially those with young children who are at the greatest risk for developing allergic illnesses.

Clearly, where there is already allergic disease the buying motivation and the attention that will be given to your message will be much greater. But neither group should be overlooked in your marketing efforts.

Your marketing plan may be quite conservative or highly ambitious. But in either case, an excellent place to begin is with your own customer base and those that contact your business for the services that you currently offer.

Given that nearly 25% of the U.S. population suffers from allergic illness you will have a large number of customers and new callers who will

immediately identify themselves as potential purchasers of allergy relief services if you ask the simple question, “Does anyone in your household suffer from allergies or asthma?”

When you get a “yes” response to that question you will then have the opportunity to ask further questions such as:

“Do you know specifically what you or your family member is allergic to?”

“Have you heard of Environmental Control?”

“Are you taking any steps to reduce your exposure to indoor allergens?”

“What results have you obtained?”

These are just a few questions designed to elicit information and create the opening for a conversation about the ResponsibleCare System of anti-allergen cleaning and treatment. You will also need to put together a brief presentation that you can use on the phone to explain these services once you have received permission to explain this program.

In the home, MasterBlend has developed a very powerful brochure that you can use during a face-to-face presentation to customers, which can also be used as a mailing and a leave behind piece. It walks the customer step-by-step through the presentation so they can easily understand your solution to their problem.

When speaking with people that do not have allergy sufferers in the household there is still an opportunity to discuss allergy prevention, particularly when there are young children in the home or a baby on the way.

It will be very important that you can speak knowledgably about allergic illnesses in a general way and more specifically about Environmental Control and MasterBlend’s ResponsibleCare System. People with allergic illnesses often know a lot about them and are grateful for someone to talk to who can empathize with their problems and potentially offer solutions.

It is recommended that you study this Special Report carefully. There are many resources listed and many good sources of information on the Internet that can supplement your knowledge and keep you abreast of new developments in the industry.

Also, utilize the marketing materials that MasterBlend has developed and is continuing to develop to support your sales efforts. Providing solid information to your customers is an important way to establish credibility and to be seen as an authority in the allergy relief field.

One of the most significant steps in the sales process can be the use of the dust mite test kit. This is a scientific test that will confirm the presence of dust mite allergen in concentrations high enough to require cleaning. The test kit does not test for pet allergies. Surprisingly, many people with pet allergies don't identify their symptoms as "allergies." Questions concerning whether or not pet owners have stuffy noses, sneezing, watery eyes and other symptoms will help establish whether or not they are suffering from pet allergies.

The demonstration part of the dust mite test is quite powerful. Often homeowners will commit to the service simply from seeing the amount of dust removed from a square foot of their mattress. It is very important that a black cloth be used for this demonstration in order to really highlight just what sort of material is being removed.

Given that allergy relief services need to be provided every six months (and in some severe cases every three months) these customers are ideal to offer maintenance contracts. It is recommended that you develop such a contract and have it ready to sign whenever you are making an allergy relief services presentation.

If the customer chooses not to sign up for a regular program, the fifth month after services are provided offers the perfect opportunity for a follow-up call to schedule the next cleaning and treatment.

When offering services as a preventive measure these same procedures can be followed. Given that there may be less of a sense of urgency when there is no active allergic illness in the household it may make sense to offer a cleaning package based on the hypo-allergenic non-toxic, green, environmentally friendly *and* allergy preventive nature of the services. This will allow you to offer a very differentiated package from your competition and address the concerns of people with questions about chemicals and toxins in their home, those that are chemically sensitive but not allergic as well as people aware of the potential for developing allergies.

Remember that the key to successful marketing is to give people a reason to buy your services that differentiates you from your competition. But, most importantly, **this reason must be relevant to them and their needs!**

It is also important to realize that advertising these days has a real credibility problem. Everyone knows that advertising is "the voice of the seller" and is not a

trusted source of unbiased information about a product or service. For this reason, referrals and testimonials will be an extremely important part of your marketing effort. Referrals and testimonials function as unbiased, third party endorsements of your company and the services you offer and are far more credible than advertising messages alone.

Referrals will be a vital part of your allergy treatment business. You will find that there are people who will call you expressing their undying gratitude for your help with their suffering. It is critically important that you ask these people for referrals then and there. As we know, misery loves company and so sufferers often have a circle of friends and acquaintances that also have such illnesses. This means that there is no better time to ask for referrals than when you are getting positive feedback.

In addition, consider other "referral points" where your prospects intersect in their daily lives. Some cleaners have found mattress retailers to be excellent for providing referrals. Other possibilities are carpet retailers, businesses that sell allergy products as well as allergists and immunologists.

Individual doctors are more likely to be relatively difficult to develop a relationship with. However, one possible way to gain the support of physicians is by relieving their patients' symptoms with anti-allergen services. If you are able to meet with your customers' doctors to explain the ResponsibleCare program and they have had direct reports from their patients who have obtained relief, you may find yourself with a highly credible source of new customers.

Testimonials are also very important and there is no better time to solicit these than when a customer is reporting a positive experience. Up to a point, the more testimonials you can offer in your advertising, the better. You can increase testimonials by accepting them via e-mail or offering to write up a customer's comments and mailing them a hard copy with a self-addressed stamped envelope for them to sign and return.

Publicity is also a very important part of your marketing efforts. This new way of treating indoor allergens has a lot of media value. Don't underestimate the power of a feature story in your local paper or being part of a radio interview show in your market or even the local news or other television programming. Publicity is credible in all the ways that advertising is not and it is highly recommended that much of your marketing efforts focus on publicity.

Another excellent source of referrals that is credibility enhancing is making presentations to school and PTA groups, church groups, allergy support groups (check with your local hospitals) fraternal organizations (of which there are a mind boggling number) and the like. MasterBlend is in the process of developing presentation programs that you can use for this purpose.

The typical cleaning professional utilizes some combination of truck signage, business card copy, brochures and direct mail pieces, telemarketing, newspaper, radio, television, Internet, word of mouth, public relations and other forms of marketing communications. It makes sense to add allergy relief services to your current advertising efforts whether these are added to whatever advertising you currently do or you create separate communications specifically for these services.

Allergy sufferers are easily identified. Affordable lists are easily available for direct mail as well as e-mail campaigns by type of illness, income, zip code and a host of other criteria. It is also a simple matter to question each of your customers or callers as to whether or not someone in the household has allergies.

It is very important when marketing allergy relief services to avoid drastic scare tactics as this approach has proven to backfire. No one likes to be manipulated and scare tactics often have this flavor. What produces better results are messages based on the facts, which are potent enough to gain the attention of anyone with allergic disease. Further, marketing communication that understands the problems faced by allergic illness sufferers that presents straight-forward, scientifically proven ways to relieve and prevent suffering are recommended.

Instead of the main focus being scary pictures of dust mites (though these are useful as a component of ads) images that reflect the removing of the pain are recommended. Allergic illness sufferers have many restrictions on their activities. They miss school, miss work, go to the doctor's office and emergency room far more frequently, miss out on all kinds of activities, feel pain because their children are suffering and so on.

There is some thought that images of people enjoying activities they used to miss out on, taking deep breaths, getting a good night's sleep, happy family scenes and so on are more effective than images of the "pain" they are already familiar with. Before and after images may also work well. An example might be a child using

an inhaler with the next image being the inhaler being tossed to the side with the child romping at play.

There are also many product sale opportunities when providing allergy relief services. Each client for such services is highly likely to purchase a gallon of Allergy Relief Treatment for use when laundering bedding. And where homes use forced air heating or the customer is willing to treat vacuum cleaner bags, a quart of Anti-Allergen Filter Enhancer is a natural add-on.

Other products such as mattress covers, pillow covers, duvet covers, high efficiency vacuum cleaners, HEPA air cleaners and a host of other allergy relief products are also sales possibilities.

Symptom Relief Guarantee



The marketing materials provided by MasterBlend include a Symptom Relief Guarantee. Naturally, it is up to you whether or not to offer this guarantee. However, cleaning professionals have found that this guarantee dramatically increases sales in ways that far offset the occasional refund.

The reason for the guarantee is simple. This is a new service that makes promises that have, until now, been very difficult for other products and services to fulfill. Given that people are naturally skeptical, a way to overcome their resistance to trying the service is needed and the Symptom Relief Guarantee has been found to be the most effective way of doing this.

The way the guarantee works is very simple. If the customer has their mattress and bedroom carpeting cleaned with the ResponsibleCare products and treated with Allergy Relief Treatment, you guarantee that they will have a noticeable reduction in allergy or asthma symptoms within three days. If not, you will refund the Allergy Relief Treatment portion of your charges.

Return on Investment/Doing Well by Doing Good

For this reason, make sure that you separate your Allergy Relief Treatment fee from your cleaning fee. Given that your cost of Allergy Relief Treatment is only 2 cents per square foot, this is an extremely affordable way to give customers confidence in you and your services and to get more jobs. And, you still get paid for the cleaning portion of your work, which is the greatest percentage of your charges. (See next section: *Return on Investment/Doing Well by Doing Good*)

There are several possibilities to consider when offering guaranteed services. The first is whether or not the allergy sufferer has been diagnosed with dust mite or pet allergies. If this is the case, your services will be highly effective. If your customer does not know what he or she is specifically allergic to, there is more of a chance that this treatment will not relieve their symptoms.

And, sometimes people suffer from strange mystery allergies and are willing to try anything. Allergy Relief Treatment has proven successful even in some of these cases. However, this might be an opportunity to discuss with your customer that this is a shot in the dark and you might decide not to offer the guarantee in such cases. But this is up to you.

The guarantee is offered in the marketing materials on your behalf. This means that MasterBlend feels that this is a very powerful way for you to build your anti-allergen business but you will support the guarantee out of the overall profits of the cleaning and treatment services you provide to all your customers.

The overall numbers on guarantees are very much in your favor. Typically, the rate of claims is extremely low. And, you have a product that is extremely effective and extremely profitable, making your financial exposure very low. In effect, you are paying a very small amount (your guarantee refunds) for a much larger amount of business (the additional jobs you obtain by offering the guarantee and the cleaning portion of the work even when the Allergy Relief Treatment portion is refunded).

While MasterBlend strongly recommends that you offer this guarantee, it is naturally up to you.

The MasterBlend ResponsibleCare System of anti-allergen cleaning and treatment is a perfect fit for the carpet and upholstery cleaning professional. It requires no new or unusual new equipment because what makes the system so revolutionary is in the product and not in any unusual or esoteric equipment.

If you own a truck mount or portable hot water extractor, a turbine floor and upholstery attachment or HEPA-filter vacuum cleaner, pump-up or electric sprayers and basic carpet and upholstery cleaning supplies you already have all the equipment you need. The one tool you most definitely need that you may not already have is a low moisture upholstery tool. These are often called internal spray tools and are necessary in order to leave mattresses and upholstery as dry as possible after cleaning. There are many such tools on the market that will provide this kind of low moisture cleaning. Pricing for a good quality tool will vary from mid 100's to \$300-\$400.

There are mattress cleaning franchises and dealerships being sold for many thousands of dollars. Given the size of the market and the income and profit potential, those franchises might well be great values. **However, MasterBlend is making available to you an incredible opportunity to provide this service for free.** Training classes are held throughout the country and there are no franchise fees or dealer agreements or royalties or other costs.

Like any service you provide you do have to purchase materials, but that's it. There is no other opportunity today for the professional cleaner that provides so much profit potential for no investment other than a few hundred dollars worth of materials to provide the service!

The following starter kit is what is recommended that you have in stock once you begin offering anti-allergen cleaning and treatment services. The ResponsibleCare Anti-Allergen System Starter Kit includes:

Qty.	Description
2 Gallons	Anti-Allergen PreSpray
2 Gallons	Anti-Allergen All Fiber Rinse
2 Gallons	Allergy Relief Treatment
1 Gallon	Anti-Allergen Deodorizer
6 Quarts	Anti-Allergen Filter Enhancer

Pricing

Naturally, what you charge for your services is up to you. However, you might find it useful to have an idea of how cleaners around the country are pricing anti-allergen cleaning and treatment services as a guide to your own pricing structure.

Cleaning professionals have indicated that there is a loss in value perception when services surpass the \$75 to \$150 per man/hour rate. This varies depending on what part of the country the customer is in and what type of services are being performed. And given that anti-allergen services are not just “cleaning” but are in a very real way medically related this limit may extend upward. In any case, for most cleaning professionals, these are limits they can live with.

Carpet and Upholstery Cleaning

Anti-allergen carpet and upholstery cleaning uses the same equipment and procedures that you’re already using. However, in order to safely clean around allergic illness sufferers and people with chemical sensitivities (often your clients will have both!), the special ResponsibleCare cleaning products must be used. Given that these products are more expensive than petrochemical based detergents it is wise to increase your cleaning prices by ten to fifteen percent. Remember that cleaning agents probably represent only five percent of the cost of cleaning.

You should also be aware that humidity is often an asthma trigger and that speed drying is an important part of anti-allergen services. In some cases, the allergic person will actually have to leave the house during cleaning. Therefore, factor air movers into your pricing if this is not already part of your normal cleaning procedures.

Mattress Cleaning

It is important to separate your prices for mattress cleaning and application of Allergy Relief Treatment. This is because your guarantee will only cover the cost of Allergy Relief Treatment. This way, if and when you have the occasional guarantee claim, it will be very clear to all parties how much the refund will be. And, you still get paid for the bulk of the job, which was the cleaning portion.

Remember that mattress cleaning includes vacuuming with a HEPA vacuum or a truck mount or portable extractor placed outside the living space. All surfaces of the mattress are vacuumed and cleaned and treated.

Mattress Size	Cleaning Only Price Charged to Consumer	Allergy Relief Treatment Price Charged to Consumer
King	\$60.00	\$15.00
Queen	\$55.00	\$13.50
Double	\$50.00	\$12.00
Single	\$45.00	\$10.00

Some customers will want box springs cleaned as well. Generally, the same price charged for mattress cleaning is charged to clean box springs.

Cleaning professionals have reported that the reason for what might be considered such reasonable pricing is that they are aware of the lifetime value of anti-allergy customers. These clients are going to require cleaning and treatment twice a year and making this an affordable service makes developing this repetitive business much easier.

Another alternative is to price a maintenance contract at very reasonable pricing and a “one-time” service at a slightly higher price.

Allergy Relief Treatment Application for Carpet and Upholstery

The recommended price for the Allergy Relief Treatment is comparable to prices charged for carpet protector with most applicators successfully charging 12 to 15 cents per square foot. **Given that the materials cost for Allergy Relief Treatment is just under 2 cents per square foot, this treatment may be the most profitable service you offer.** And yet, this is still a highly affordable treatment option for allergic illness sufferers.

When applying Allergy Relief Treatment to upholstery, charges typically run 4.00 per linear foot.

Some companies are also offering unit pricing successfully. In one example a bedroom is unit priced at \$150, which includes cleaning of the carpet and mattress with the ResponsibleCare System and an application of Allergy Relief Treatment on both. If you choose unit pricing, be sure to specify the amount of that charge that is for Allergy Relief Treatment application for guarantee purposes.

Again, for the price of full service, high quality carpet cleaning and protection you can offer a service that can drastically improve the quality of peoples' lives by relieving their allergy symptoms and even preventing the development of allergic disease in the first place!

Other Recommended Environmental Control Procedures

Environmental Control efforts are best made all at once rather than piecemeal. Therefore, utilize all the efforts that can sensibly, reasonably and economically be afforded.

Given the highly potent nature of dust mite and pet allergen and the preventive nature of avoiding or minimizing exposure to these allergens, EC efforts make sense any time there are allergic illness sufferers in the household, young children or people that are concerned with maintaining good health.

If specific allergies have been diagnosed then special steps can be taken to address factors specific to that allergy.

General Recommendations:

High Quality HEPA-Filter Vacuum Cleaner: There are a wide variety of vacuum cleaners on the market and even among HEPA-filter units the quality varies dramatically. Use of poor quality, non-HEPA-filter vacuums simply spreads allergen and can make sufferers sick for days. However, effective dust removal is one of the most important procedures in an EC program. Recommended HEPA-filter vacuum cleaner brands include Miele, Nilfisk, Oxygen by Eureka, Sebo and Lindhaus. Recommend that patients consult vacuum cleaner retailers with experience in allergy control products.

Air Cleaners: HEPA air cleaners are recommended by doctors especially for placement in bedrooms to remove airborne allergen. Because these airborne particles are generally very small, choose a purifier that can not only filter very small particles but that can also process an adequate volume of air. These types of air cleaners are rated by Clean Air Delivery Rate (CADR) and comparing these ratings can help customers make an informed purchase. Recommended brands include Blueair, IQ Air, Panasonic, Sharp and AllerAir.

High Efficiency, Electrostatic or HEPA Furnace Filters: Use of high efficiency furnace filters helps reduce allergens and dust. When appropriate, treat furnace filters with Anti-Allergen Filter Enhancer on a monthly basis.

Bedding Covers: Allergen impermeable covers are now available for mattresses, pillows and comforters and all these should be used. There are a wide variety of brands, materials and price points. In recent years these products have been refined to be quiet, comfortable and highly effective.

Launder Bedding Weekly: Bedding should be laundered weekly in hot water (>130 degrees). Use one cup of Allergy Relief Laundry Treatment in the rinse cycle every fourth washing.

Stuffed Animals: Remove stuffed animals and furry toys from children's bedrooms as these make ideal breeding grounds for dust mites or wash with Allergy Relief Laundry Treatment.

Eliminate Tobacco and Wood Smoke: There should be no smoking in the home, car or workplace of affected individuals. If wood must be used for heat, utilize airtight stoves or fireplaces if possible.

Reducing Humidity: This is often very difficult from a practical standpoint and studies disagree on whether or not humidity reductions actually lower mite levels appreciably. Controlling humidity in terms of mold growth is quite important and if possible, reduce indoor humidity to <50% RH.

Reducing Temperatures: Again, this is a strategy of dubious efficacy and can make life much more uncomfortable with little positive result. Dust mites are quite hardy and changing the temperature is unlikely to have real affect on mite levels in any meaningful way.

Control Sources of Mold: Mold is the fourth most prevalent indoor allergen after dust mites, pets and cockroaches. Therefore, controlling mold is an important EC practice. The following are important mold control tactics:

- Clean moldy air conditioners, swamp coolers, humidifiers and/or dehumidifiers
- Use air conditioning and dehumidifiers to reduce indoor humidity to < 50%, if possible
- Use exhaust fans in bathrooms and kitchens to remove moisture
- Clean moldy refrigerator drip pans
- Immediately clean all moldy surfaces
- Fix all water leaks and have all water damage professionally remediated
- Cover over dirt floors in crawl spaces to reduce moisture seepage
- Ventilate crawlspaces
- Vent clothes dryers to the outside
- Avoid walking through uncut fields, working with compost or dry soil, and raking leaves
- Keep windows and doors closed and avoid using window or attic fans that draw in outside air

HVAC System: Many people report symptom relief from having their HVAC system professionally cleaned.

Reduce Clutter: Clutter provides places for dust and allergens to collect and makes cleaning more difficult. Reduce clutter especially in bedrooms to prevent dust build-up. Other options are to put household items in drawers, closets, covered boxes or plastic containers so dust can't collect on them.

Cleaning Products: Many cleaning products can be irritants to people with allergic illnesses. Experiment to find effective yet non-toxic, VOC and perfume free cleaners and clean in a well ventilated area. There are many cleaning products now available specifically for people with allergic illnesses and chemical sensitivities.

Pet Specific Measures

Doctors' number one recommendation to people with pet allergies is to get rid of the pet. However, in an estimated 75-90% of the cases, people do not follow this advice. Therefore, the following steps are recommended in addition to regular anti-allergen cleaning and treatment with MasterBlend's ResponsibleCare System and the general procedures listed above.

- Indoor pets should be restricted to as few rooms in the home as possible and definitely kept out of the bedroom. The bedroom door should be kept closed at all times.
- Isolating the pet even to one room, however, will not limit the allergens to that room. Air currents from forced-air heating and air-conditioning will spread the allergens throughout the house. Homes with forced-air heating and/or air-conditioning may be fitted with a central air cleaner, which may remove significant amounts of allergen. It is recommended to run such a unit at least four hours per day.
- Keep pets off of all upholstered furniture.
- Due to allergens that collect on animal's fur and in saliva, allergic people should not pet, hug or kiss their pets.
- Place litter boxes in areas unconnected to the home's air supply such as a closet or pantry. Allergic individuals should keep away from this area.
- More frequent washing of animals is recommended though the science is still inconclusive on whether or not this reduces allergen loads.
- Close forced air heating and air conditioning ducts in the patient's bedroom.



Cockroach Specific Measures:

The first step in dealing with cockroaches should be eliminating or minimizing cockroach presence in the home. This can be notoriously difficult and pesticides will need to be carefully used for this purpose.

Cockroach allergen can linger for years even after roaches have been eradicated. For this reason, the following steps are recommended.

- Keep food or garbage in closed containers
- Wash dishes after every meal
- Keep cupboards free of open food containers
- Take out garbage regularly
- Don't store paper bags, newspapers, or cardboard boxes as they provide hiding places for cockroaches
- Use boric acid traps or hydromethanone but avoid using poisons around very young children
- Repair leaks under sinks as wet environments provide an ideal breeding ground for cockroaches

Resources

MasterBlend

5285 Fox Street
Denver, CO 80216
800-525-9644
www.masterblend.net

Allergy and Asthma Network/Mothers of Asthmatics, Inc.

2751 Prosperity Ave. Suite 150
Fairfax, VA 22030
800-878-4403
www.aanma.org

American Academy of Allergy, Asthma and Immunology

611 East Wells St.
Milwaukee, WI 53202
800-822-ASMA
414-272-6071
www.aaaai.org
(Note: The Allergy Report available on their website is an invaluable source of technical information on allergies and asthma!)

American Association for Respiratory Care

11030 Ables Lane
Dallas, TX 75229
972-243-2272
www.aarc.org

American College of Allergy, Asthma and Immunology

85 West Algonquin Road Suite 550
Arlington Heights, IL 60005
800-842-7777
847-427-1200
www.acaai.org

The American Lung Association

For the affiliate nearest you call 800-LUNG USA
www.lungusa.org

Asthma and Allergy Foundation of America

1233 Twentieth St, NM Suite 402
Washington, DC 20036
800-7-ASTHMA
www.aafa.org

Centers for Disease Control and Prevention

1600 Clifton Rd
Atlanta, GA 30333
800-311-3435
www.cdc.gov

Health Canada

Population Health Approach, Health Canada
Tunney's Pasture PL 1910A1
Ottawa, Canada, K1A 1B4
Fax: (613) 952-6032
<http://www.hc-sc.gc.ca/english/index.html>

National Heart, Lung and Blood Institute

(National Asthma Education and Prevention Program
P.O. Box 30105
Bethesda, MD 20824
301-251-1222
www.nhlbi.nih.gov/

National Institute of Allergy and Infectious Diseases

Building 31, Room 7A-50
National Institutes of Health
Bethesda, MD 20892
301-496-5717
www.niaid.nih.gov

U.S. Environmental Protection Agency

Indoor Environments Division
401 M St. SW (6604J)
Washington, DC 20460
202-233-9370
Indoor Air Quality Information Clearinghouse
800-438-4318
www.epa.gov/iaq/

Scientific Resources

See the MasterBlend website at www.masterblend.net for additional scientific research supporting the ResponsibleCare system of anti-allergen cleaning and treatment.



Aaron Groseclose
President, MasterBlend

MasterBlend® is a manufacturer of premium performance cleaning solutions and equipment sold to cleaning and restoration professionals worldwide. We specialize in the development of innovative products to provide opportunities for our customers to offer significant new services and generate new sources of income and profits. Such products include the ResponsibleCare System™, the first anti-allergen cleaning and treatment procedure that requires regular cleaning of carpet and other home furnishings by professionals.

MasterBlend is not some giant conglomerate involved in dozens of different businesses. Instead, we are a team of people with over 100 years of combined hands-on experience that is totally focused on the cleaning and restoration industry. As such, we are in touch with the needs of cleaners and restorers like you and are constantly developing new products to meet those needs.

As President of MasterBlend I am personally dedicated to delivering to you the highest quality and performance cleaning and restoration products. But we don't stop there. We are also committed to developing ground breaking new products and additional ways for you and your company to prosper and grow.

MasterBlend is here to serve you. You have my word and our guarantee on that. We welcome your ideas, questions and comments. Your success is important to me. If there is any way I can be of service, call me directly at 800-525-9644 or e-mail me at aaron@masterblend.net. I look forward to hearing from you.