



November 3, 2008

To Whom It May Concern:

One of the guest suites at the Residence Inn by Marriott in Carlsbad had a bad smoke odor. The smell was still very strong even after my housekeeping staff deep cleaned the suite. Hours after the Titania treatment was completed the suite smelled very fresh and clean. The odor was completely gone. I was very impressed on how fast this product worked and I will definitely use it again.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kelly Herrington".

*Kelly Herrington
General Manager
Residence Inn by Marriott Carlsbad*