



MIRC, Inc.
Licensed Real Estate Broker
Realty, Auction &
Mortgage Brokerage

Thursday, January 10, 2008

William Shrock, President
Magic Marcite
2402 Clark Street
Apopka, FL 32703

Re: Allen Carter's Phenomenal Response to My Issue

Dear Mr. Shrock,

In your industry, I am sure that people are quick to condemn, but slow to show appreciation; please let me assure you that this letter is definitely the later! Two weeks ago, I contacted your office with a concern about the finish of my pool that had been installed in November 2002. To my surprise, I was immediately contacted by your Office Manager, Nancy and separately by your Service Manager, Allan. Allan made an appointment with me, and we met a few days later.

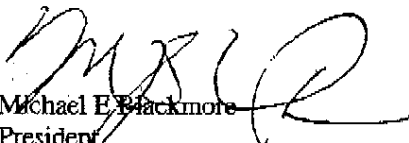
I really do not know which direction to go from here. This direct experience with Allan left me speechless. I had no idea that there was so much chemistry involved with the maintaining of a pool! With the information that Allan provided, he could have written a book on the maintenance of Exposed Quartz Aggregate. Allan patiently and expertly described how and why my pool got to its present condition without placing the issue on either me or the Builder; **EXTREMELY PROFESSIONAL!** Now here is the best part: Allan went through step by step on how I could treat my pool, without trying to sell his services. He carefully presented the information with a website to back up his instructions, and made sure that I was aware of the potential pitfalls of doing the work myself, but assured me that it could be done on my own. He even used some of the stain solution on an isolated location of the pool, in order to show me that his instructions were accurate.

As much as I enjoy being a "do it yourselfer", my schedule accompanied with the small risk of worsening my pool's condition prompted me to use Allen's services, rather than to go it on my own. Allen returned the SAME DAY and began reversing five years worth of damage to my pool. The results started to show within hours! The following day, Allen came back and worked on my pool for nearly the entire day. I now am aware of what levels my PH, Calcium Hardness, Alkalinity, and Cyanuric Acid need to be. I have ordered the proper test kit and pool brush, I know now how often to check my pool's chemical levels, when to use Sodium Bicarbonate, Soda Ash and Muriatic Acid, and I know when to change my pool's filter. If this information had been provided to me, by the Builder, at the pool's start up, my path and Allen's would have never crossed.

Allen is an Asset to your organization. I sincerely hope that this letter benefits his future with Magic Marcite. If you wish, please feel free to use this letter any way that you choose as proof of your company's high level of service and integrity. If you ever need a Reference, please feel to contact me directly or you may direct your potential Client to do so. If I ever have another pool built in your servicing region, Magic Marcite will be doing its interior finish! In the future, I will be sure to share your company's name with all of those that I come across that own a swimming pool!

By the way, my Jack Russell, Whiskey, and my Wife's Dachshund, Dreamer, just loved Allen!

I sincerely wish you all the best and may 2008 be a great year for Magic Marcite!


Michael E. Blackmore
President
mblackmore@mircinc.com
407-923-6500

CHRISTOPHER STODDARD

29 May 2008

Magic Marcite, Inc.
2402 Clark Street
Apopka, FL 32703

Re: Final Payment

Dear Magic Marcite,

Enclosed please find a check in the amount of [REDACTED] as the final payment for your resurfacing of our in-ground pool.

Thanks for an outstanding job!

We were very pleased with the workmanship, cleanup, and professional demeanor of all involved.

Best regards,


Christopher Stoddard

Enclosure: check # [REDACTED]



Hyatt Regency Grand Cypress
Resort at Orlando
One Grand Cypress Boulevard
Orlando, FL 32836 USA

Telephone: 407 239.1234
Telex: 529324
FAX: 407.239.3800

February 14, 1997


Re: Magic Marcite

To whom it may concern,

We have just recently had our two swimming pools, (one being a 85,000 gallon pool and the other 585,000 gallon pool), resurfaced with Diamond Brite by Magic Marcite.

The job and workmanship performed by Magic Marcite was just magnificent. Their attention to detail was above reproach. We had Magic Marcite's working personnel on site for about two weeks overall and didn't have a complaint from anyone about their appearance or workmanship.

I have had compliments from some of Magic's competitors who have been here since the job has been completed and have seen their work. I would gladly recommend Magic Marcite to anyone who is looking for a good solid company who do an outstanding job in their profession..


John Creamer
Asst. Director of Engineering
Water Features Manager

June 25, 2008

Dennis Clark
Magic Marcite Inc.
2402 Clark St.
Apopka, FL 32703

Dear Mr. Clark:

We asked our pool maintenance company to recommend a reputable company to refinish our 10 year old pool. He suggested we contact you because he is very happy with your product and your company and has recommended Magic Marcite to many of his clients.

We are very happy with the outcome of the product and want to commend you and your crew on the professional way we were treated and their working relationship with us. Each and every one that has been to our home in the 4 days it took to complete the tile work and refinishing has shown us good workmanship, cleanliness by covering everything that may get dirty then cleaning up each and every day and did it all with a smile. It was a pleasure working with everyone. What professionalism !

We love our new look. Thank you.

Sincerely,

Gary & Lynette Turner
Clermont, FL