



July 15, 2009

Dear Grout Boost® additive Distributors and Prospective Distributors,

Grout Boost, the revolutionary stain resistant grout additive, is once again leading the industry with its new, ground breaking technical support services to cover grout defects, regardless of brand, in Grout Boost installations.

Effective immediately, **we will step in to back your grout, just as you would expect from your grout manufacturer**, in the event they refuse to uphold their warranty or provide technical support in installations where Grout Boost is used.

This progressive new support model for handling grout claims is in effect for up to one year from the date of installation and is in addition to the warranty and support that we currently provide for any Grout Boost claim, per the published limited warranty available at www.groutboost.com.

The process for handling Grout Boost claims--and now grout claims--regardless of manufacturer, is as follows:

Level 1 Support: Phone consultation with your customer. H.B. Fuller Construction Products Inc. (HBF-CP) provides a dedicated Grout Boost additive toll free phone number at 866-614-7688. A trained technical professional will work to resolve the issue using a variety of remedies. If these remedies are unsuccessful at resolving the issue, we will escalate to "Level 2" support, described below.

Level 2 Support: Area Technical Manager Consultation. A technical support team member will be deployed to visit jobs that cannot be resolved satisfactorily through Level 1 support. HBF-CP will gather information and samples for analysis of the issue, and suggest additional remedies.

Level 3 Support: If a grout defect is identified and cannot be resolved with the above remedies, HBF-CP may choose to supply the owner with labor and materials necessary to repair or replace the specific portion of the installation affected by the defective grout* even if the grout defect is unrelated to using Grout Boost additive.

We are pleased to provide this innovative approach to support you so that you may take advantage of the significant opportunities that await by offering Grout Boost to your customers. We look forward to working with you.

Sincerely,

John Prince
Business Manager
Grout Boost

*Not to exceed the original purchase price of the portion of the installation proven to be defective.