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Mr. Rick Cuthbert
Surface Design Systems
38 Scott St. West, Unit 105
St. Catharines Ontario Canada
L2R 1C9

Dear Rick,

During the design of our sustainable home, it became clear to us that the floor would not simply be a decorative surface applied at the end of the build, rather an integral hub to all critical systems of the house; tied to the efficiency of the geothermal radiant heating, key to thermal massing throughout and essential to our purist design aesthetic which we were dreaming to achieve. The floor was the core of the home.

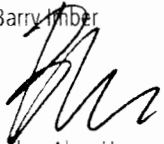
In searching for the right solution, we interviewed a number of floor solution providers and thankfully found SDS! From the first conversation, you provided a level of expertise and consultation far above other solution providers. Your knowledge base, professional service and tireless eagerness to ensure we all get it right literally improved the outcome of the build and consequently the final product.

On top of your professionalism and great service, what stood out to Leslie and I was the friendliness and hardworking professionalism of your staff. You have a great bunch of people which is a testament to the family atmosphere you've cultivated in your business.

It was a pleasure working with you and SDS and the result; quite simply, our floors are spectacular and we and everyone who sees them are in love with the look, the feel and comfort and wearability of the surface.

Thanks for a great job, we will be forever appreciative of the outcome of your product and hard work.

Sincerely,
Barry Imber



Imber Akse House
www.imberaksehouse.ca