



**Drain Cleaning Equipment
Opinion & Attitudes Research
(Survey of Plumbing Supply Market)**

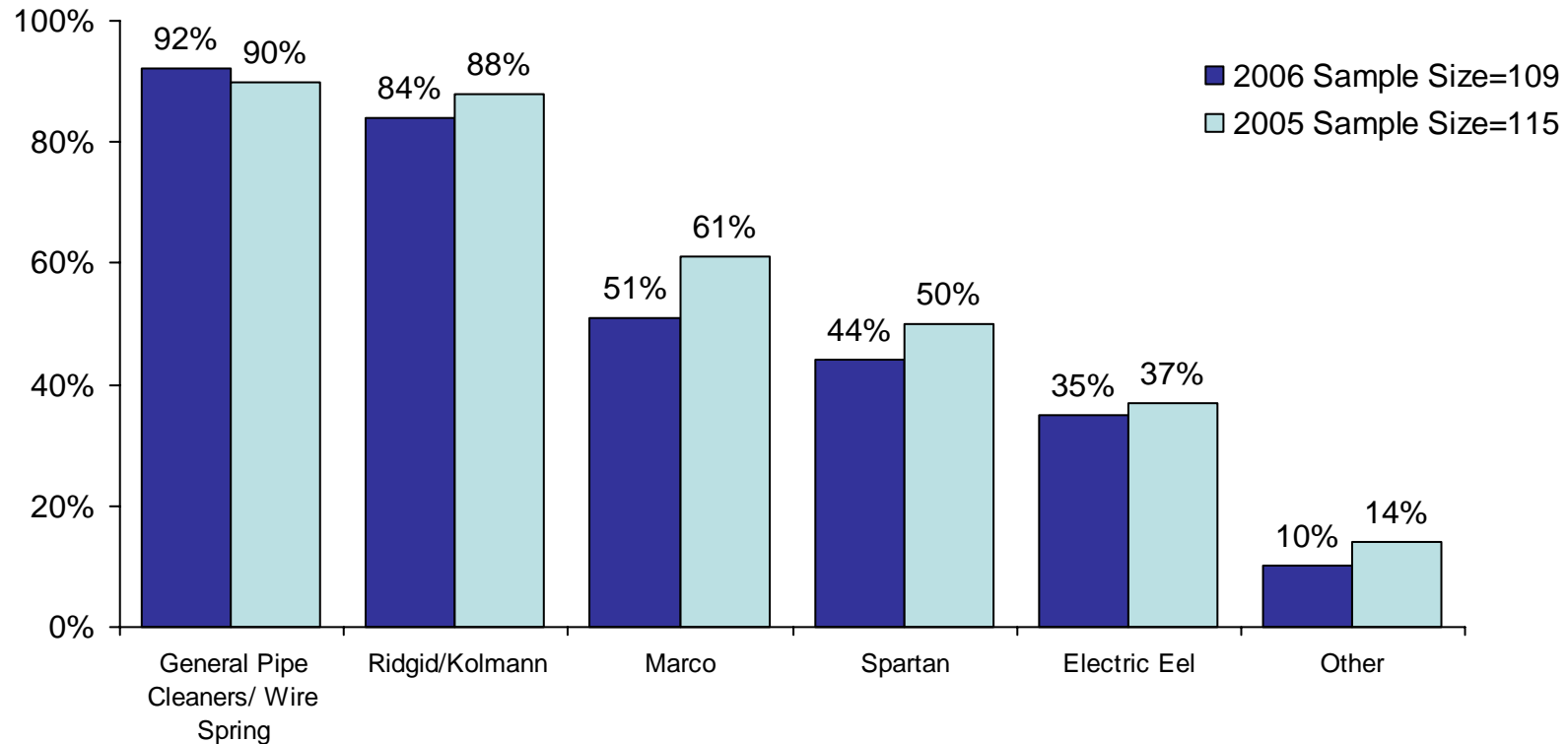
Conducted by

Clear Seas Research & Supply House Times

September 2006

Awareness of Drain Cleaning Equipment Brands/Manufacturers

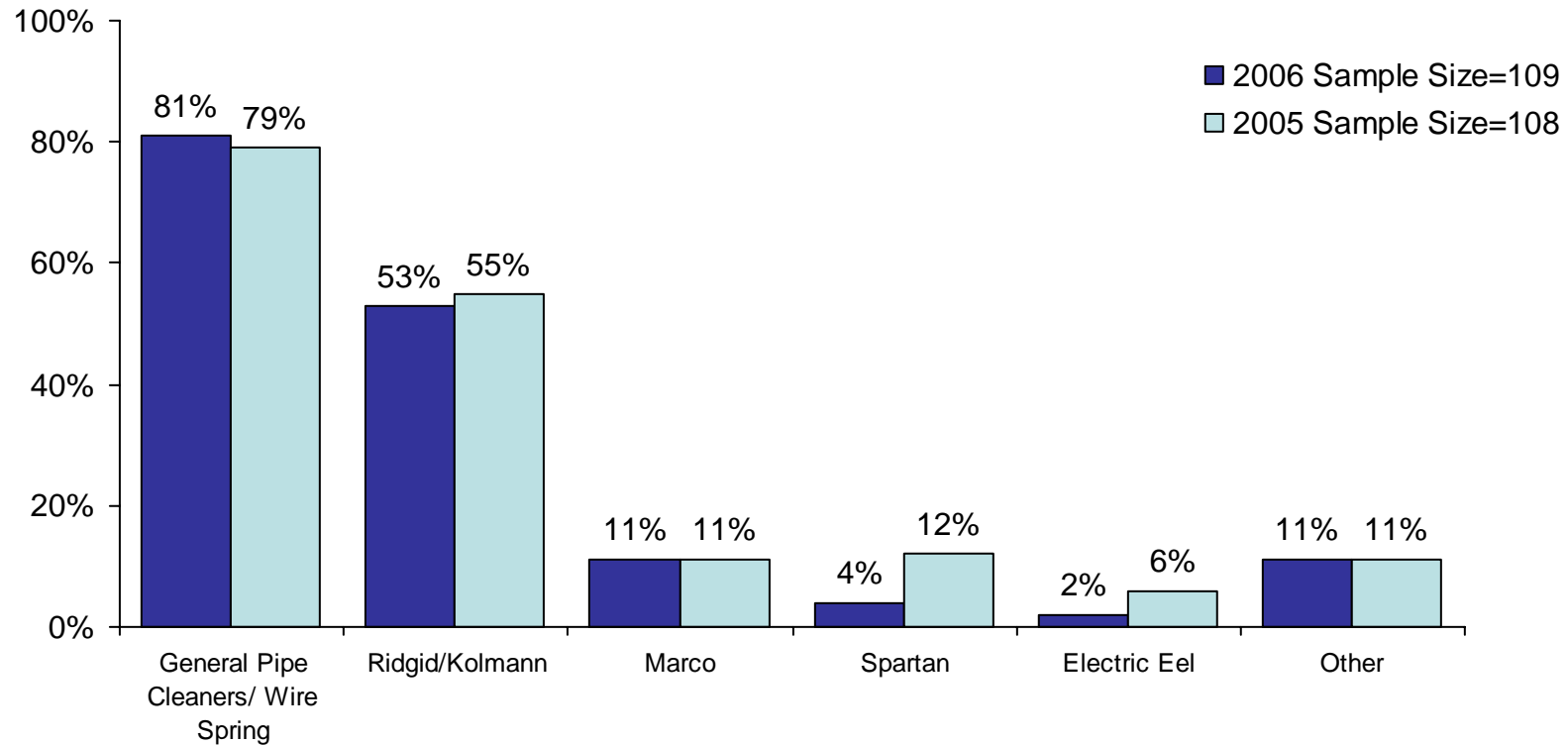
Similar to 2005 General Pipe Cleaners/Wire Spring and Ridgid/Kolmann achieve the highest awareness levels among respondents in 2006. Awareness levels for Marco have decreased significantly from 2005 to 2006.



Q2. Which of the following brands/manufacturers of drain cleaning equipment are you aware of? (Please check ALL that apply)

Brands/Manufacturers Currently Stocked/Sold

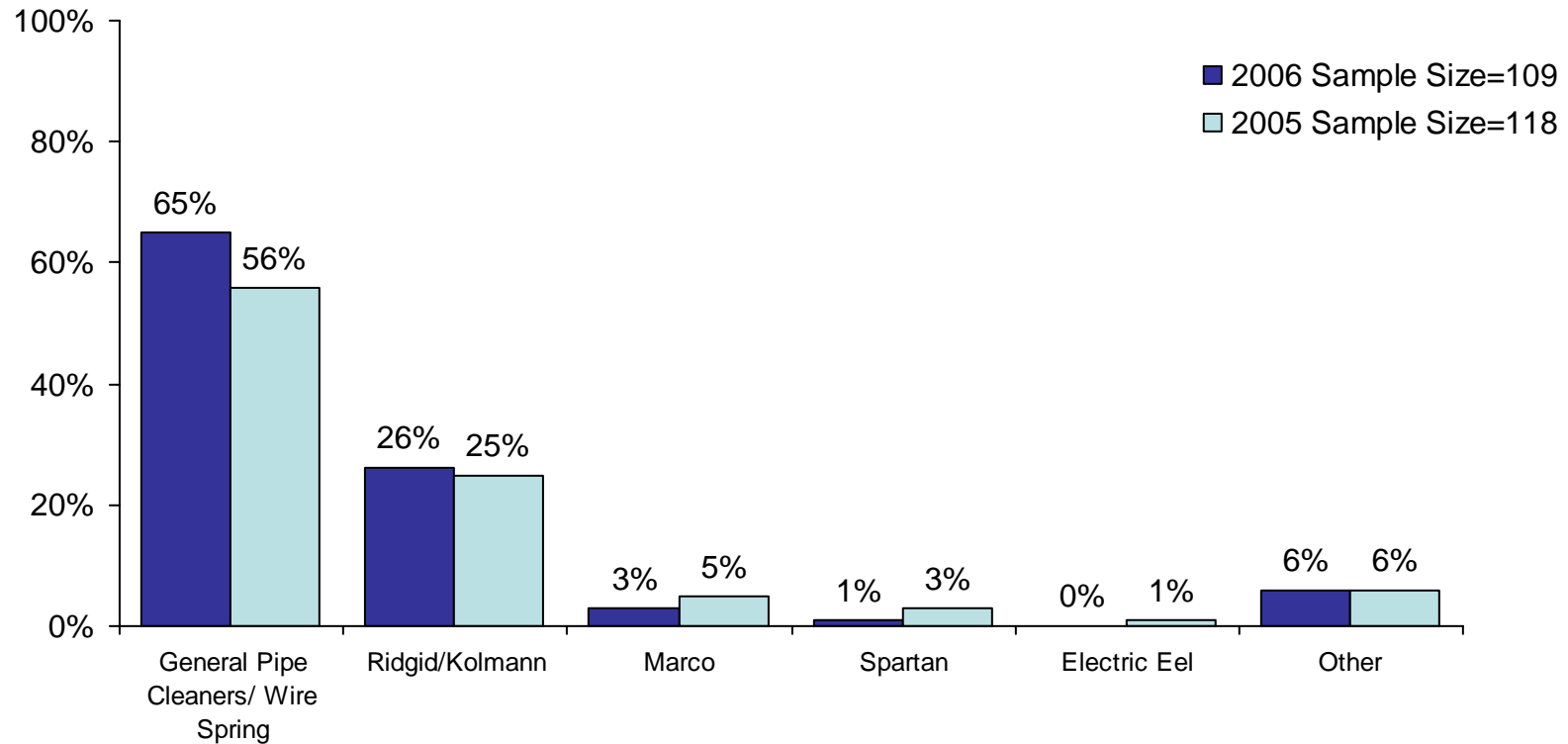
General Pipe Cleaners/Wire Spring remains the brand most currently stocked/sold among respondents followed by Ridgid/Kolmann. Spartan experienced a significant decrease in 2006 compared with 2005.



**Q3. Which of the following brands/manufacturers of drain cleaning equipment do you currently stock/sell?
(Please check ALL that apply)**

Brand/Manufacturer of Drain Cleaning Preferred Overall

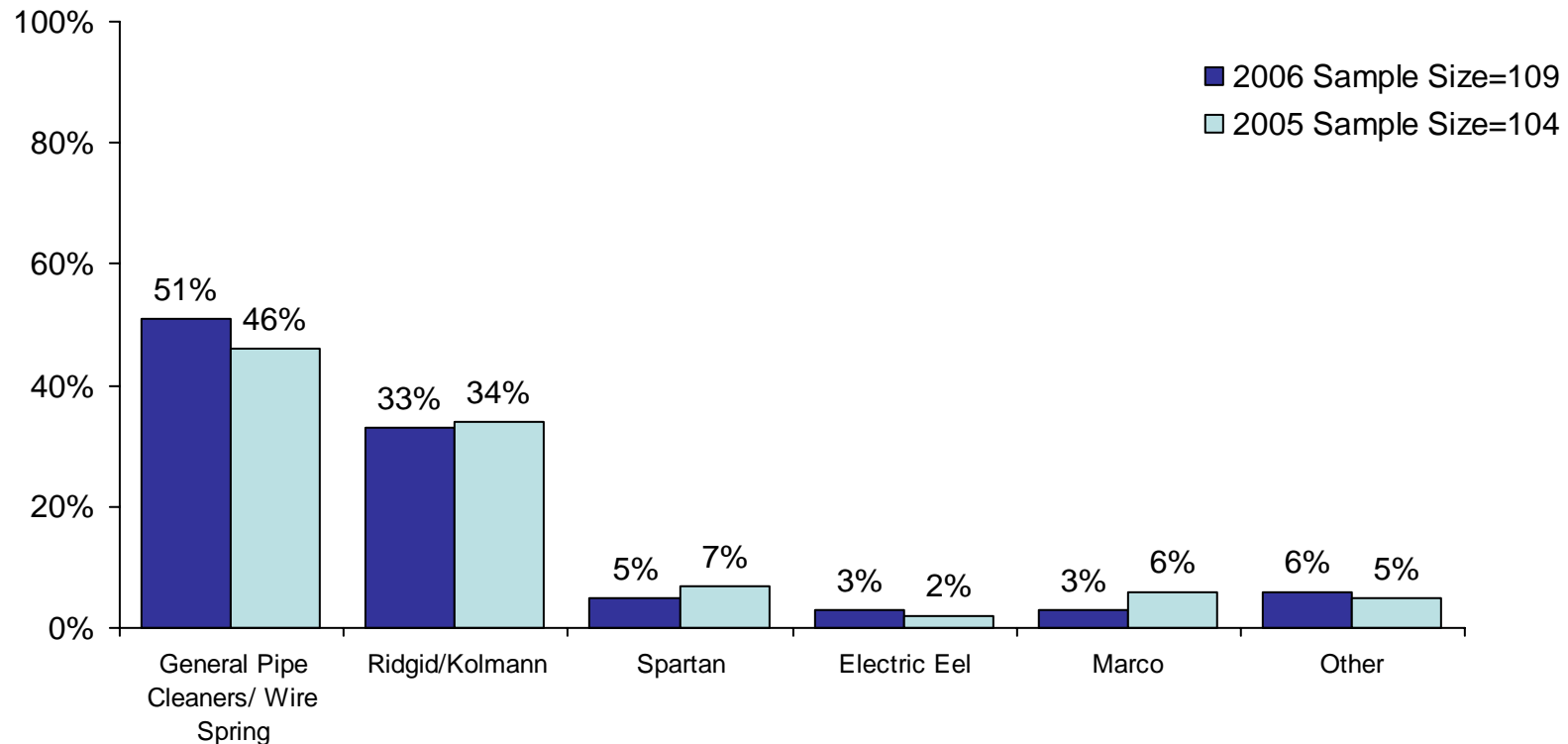
Overall preference for General Pipe Cleaners/Wire Spring increased significantly from 2005 to 2006, while preference for other brands/manufacturers remained consistent.



Q4. Which ONE of the following brands/manufacturers of drain cleaning equipment do you prefer overall?

Manufacturer Providing Best Quality Products

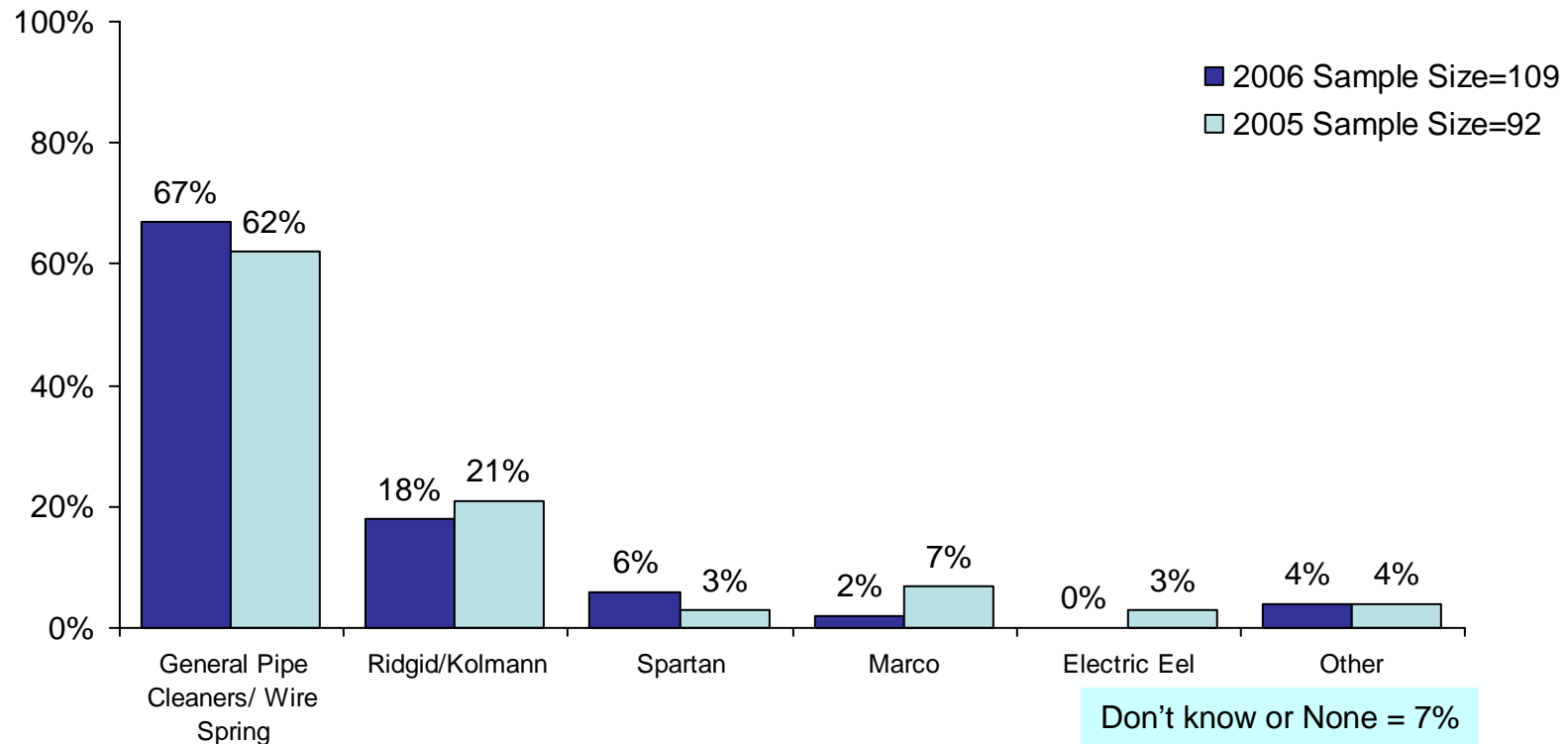
General Pipe Cleaners/Wire Spring remains the leader in providing the *Best Quality Products*, followed by Ridgid/Kolmann. Although not statistically significant, an improvement in product quality ratings were achieved in 2006 compared with 2005 for General Pipe Cleaners/Wire Spring.



Q6. Based on your personal knowledge of each of the following manufacturers, which ONE provides the BEST QUALITY PRODUCTS?

Manufacturer Providing Best Delivery Services

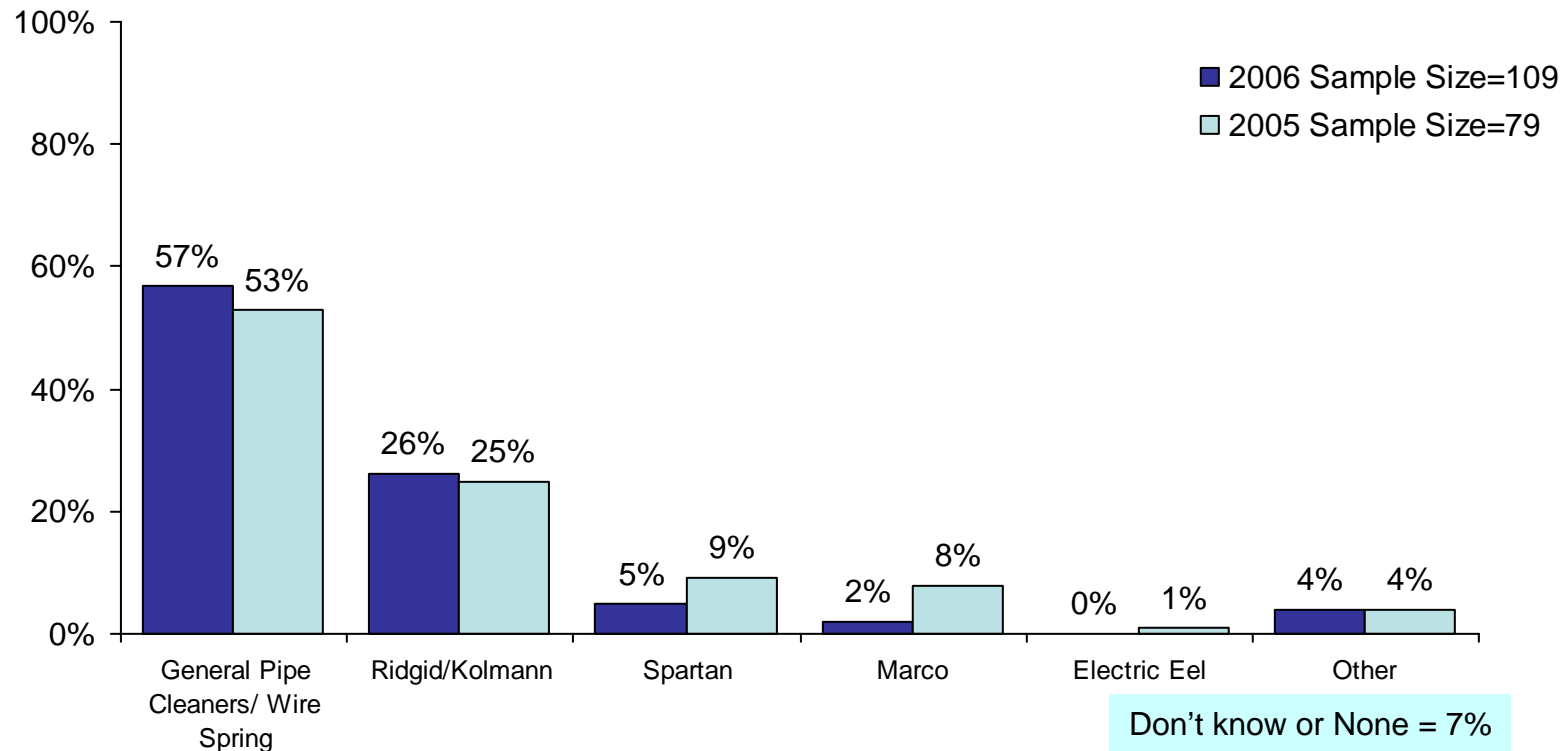
General Pipe Cleaners/Wire Spring is by far the manufacturer providing the “best delivery services” for the second year in a row.



8. Based on your personal knowledge of each of the following manufacturers, which ONE provides the BEST DELIVERY SERVICES??

Manufacturer Providing Best Factory Service

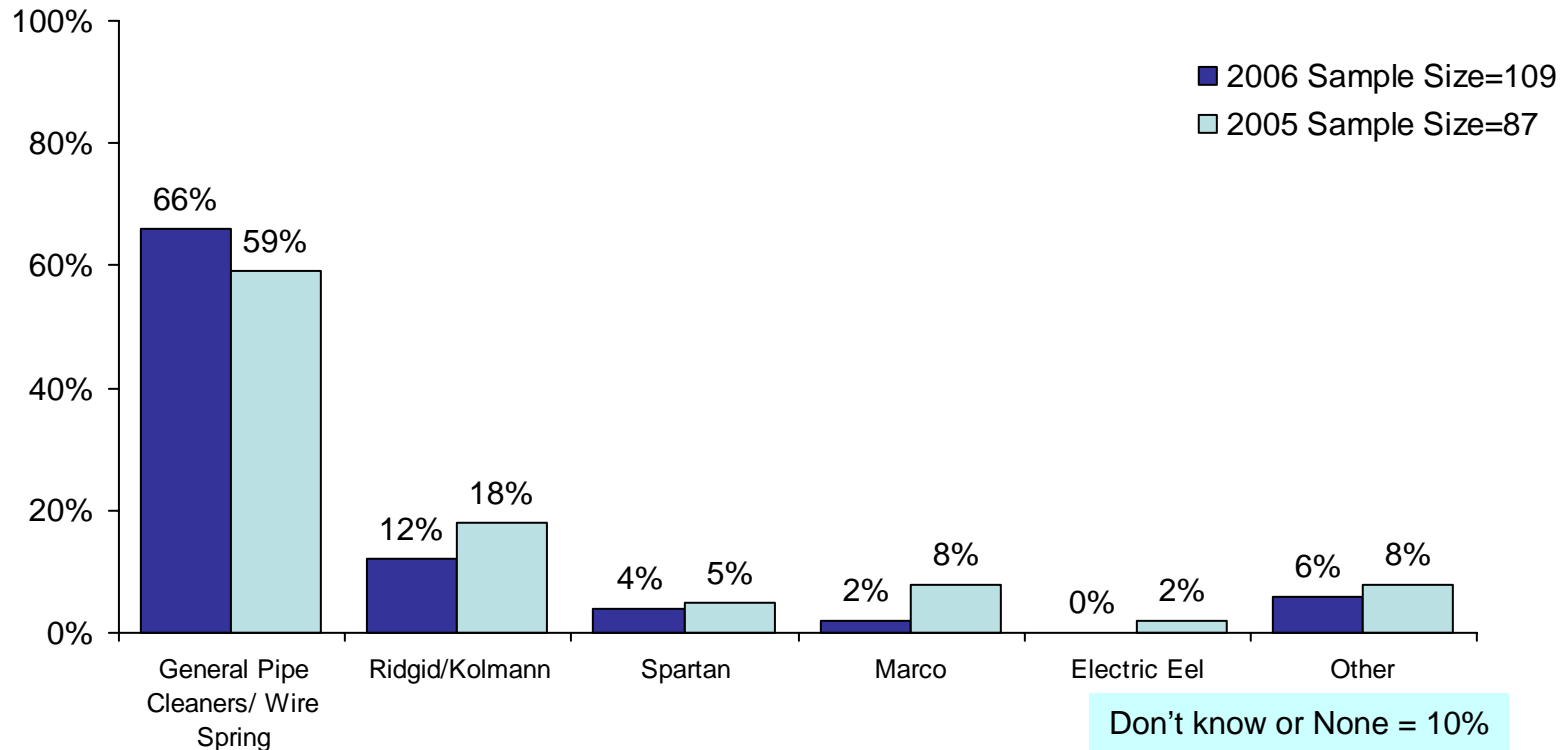
General Pipe Cleaners/Wire Spring is again rated the Manufacturer providing the “best factory service” by survey respondents.



10. Based on your personal knowledge of each of the following manufacturers, which ONE provides the BEST FACTORY SERVICE?

Manufacturer With Best Local Salesperson/ Representative Service

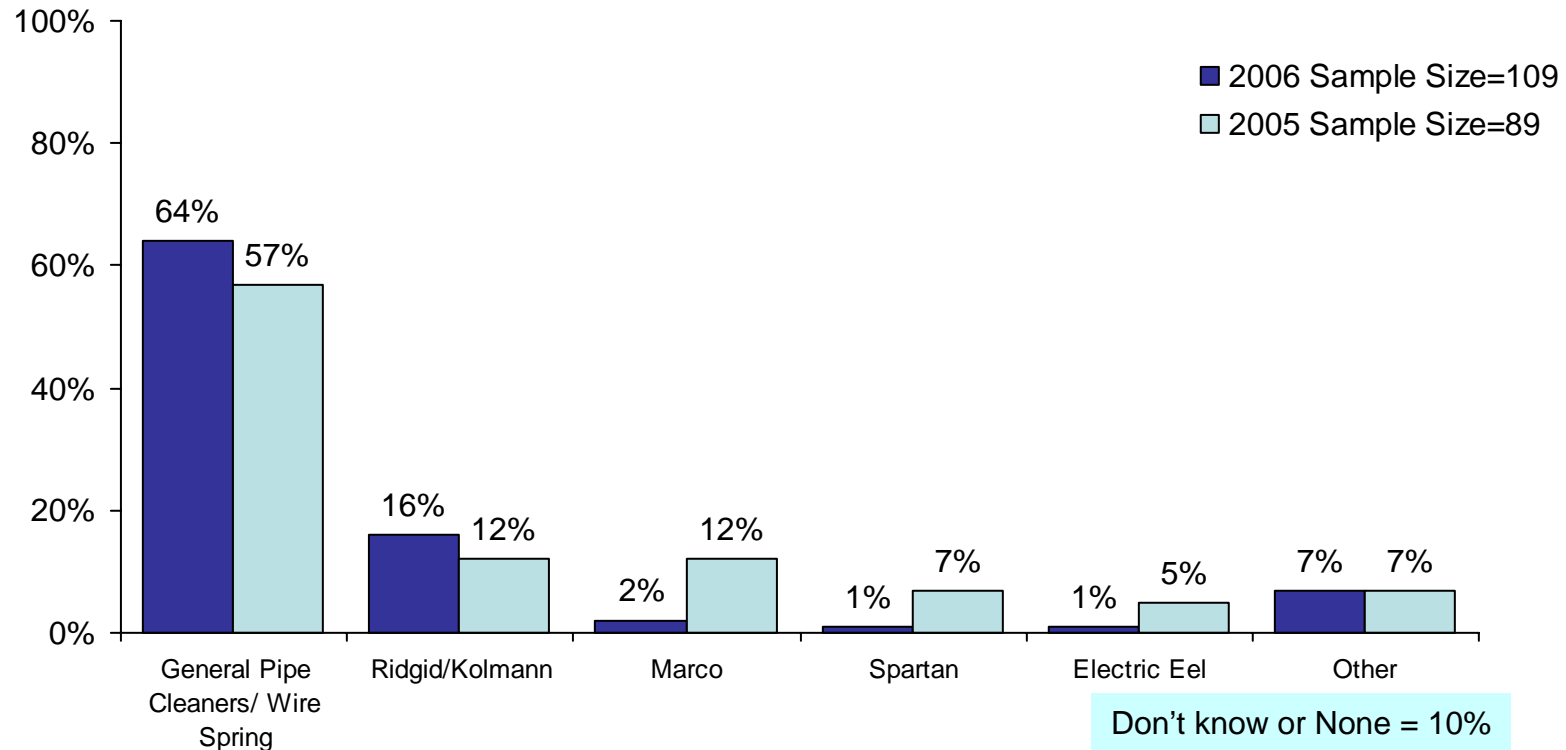
The local salespeople/service representatives at General Pipe Cleaners/Wire Spring stand out from those offered by other manufacturers. Although not significant a slight increase in rating did occur for General Pipe Cleaners/Wire Spring representatives from 2005 to 2006.



13. Based on your personal knowledge of each of the following manufacturers, which ONE provides the BEST LOCAL SALESPERSON/REPRESENTATIVE SERVICE?

Manufacturer Providing Best Price

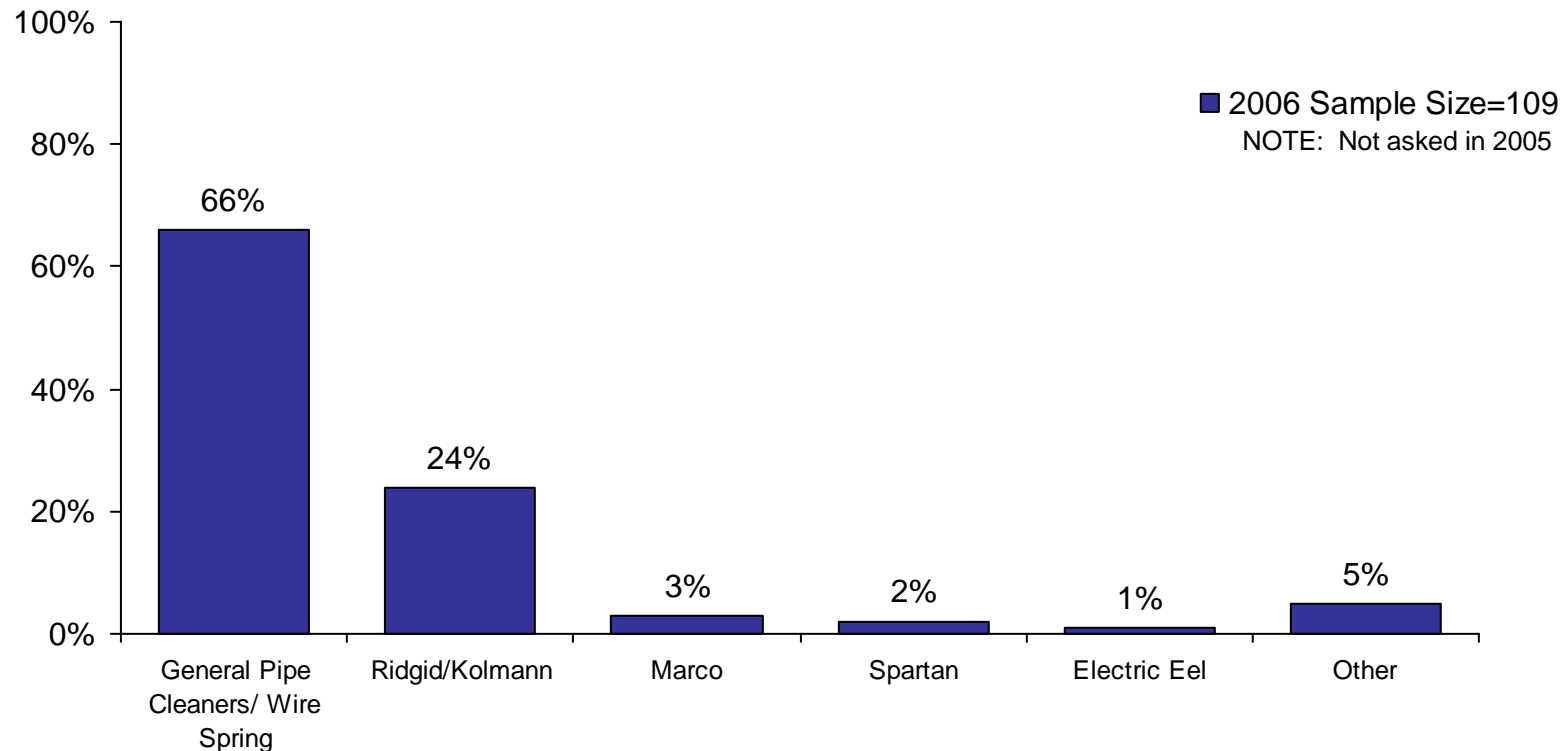
General Pipe Cleaners/Wire Spring achieved a slight increase (directional though not significant) in the percentage of survey respondents believing the manufacturer provides the “best price”.



16. Based on your personal knowledge of each of the following manufacturers, which ONE provides the BEST PRICE?

Manufacturer Most Likely To Recommend in the Future

The majority of individuals surveyed report they are most likely to recommend General Pipe Cleaners/Wire Spring in the future.



17. Taking all things into consideration which ONE brand/ manufacturer of drain cleaning equipment are you MOST LIKELY TO RECOMMEND in the future?