



ISSUE 01 /// SEPTEMBER 2005

Dear Customer,

Masterpiece is now pleased to announce that our website, www.masterpieceproducts.com, is now open for business. Our website focuses on our commitment to the core values that makes Masterpiece Industries the best floor care products, service and training company in the industry. You will have 24 hour access to: Purchasing Masterpiece floor care products, understanding their benefits, MSDS, Coverage's, Uses, Application and Precautions. You will also have access to real time tracking of all product orders and shipment arrival dates.

We hope you'll check out the Web site and give us your thoughts. With the launch of our marketing campaign, we thought this month was a great time to give you some insight on Masterpiece's Maintenance Guidelines and the importance of Daily cleaning of marble, granite, tile and all other natural stones.

If you purchase now online as a Masterpiece customer you are eligible to receive a 20% discount on the No Rinse Neutral Marble & Tile Cleaner. Offer ends August 31st.

To Receive 20% off type **112479** in the coupon field and click "Apply".

To gain access to your account online:

1. Click the "Login" link located at the bottom of www.masterpieceproducts.com.
2. Click on "**Forgot Your Password?**"
3. Type in your E-Mail Address
4. Click "**Continue**" to have your password e-mailed to you.

Enjoy!

Travis Paternostro
Vice President of Sales & Marketing
travis@masterpieceelv.com

The Importance of Daily Maintenance of Marble/Natural Stone and Tile

Once your stone or tile is sealed and serviced, clean up is easy. But what should you use for everyday cleaning? You wouldn't use a harsh, ordinary household cleaners to wash your nice car would you? Natural marble and natural stone and tile demands the same kind of attention – it needs cleaning products that are specifically made for stones unique mineral compositions.

For everyday cleaning, [Masterpiece No Rinse Marble & Tile Cleaner](#) cleans with a pH-neutral evaporating formula that dries without streaking or leaving residue. After being sealed your stone or tile is protected from daily spills and dirt. However you can degrade the sealers and damage stone surfaces if cleaned with high alkaline, mild acidic or general household cleaners that contain ammonia. Some stone and tile cleaners although they may be a neutral pH, contain chelates which can dull the finish. Chelates dissolve or destroy calcium in the stone and eliminate hard water deposits. Since marble and limestone contain large amounts of calcium, the chelates also attack the finish.

"I want to thank you and your team for the hard work and dedication in restoring our marble surfaces. I also appreciate you and your company's professionalism. I appreciate this gesture - it truly makes a difference!"

Jodi
Facilities Specialist II

Testimonial

"your technicians are on top of the trade, they were very courteous and interacted extremely well. Because of your professionalism, and the service your people furnished, I definitely plan to use Masterpiece for all my floor care needs. I'd be fool not to."

- **Rogell W. Burkett**

Kitchen & Bathroom Counters

Many household foods, beverages, and cosmetics can degrade tile grout and damage natural stone. Common toiletries like perfume, toothpaste and mouthwash contain acids and other ingredients that can degrade sealer or damage your stone's surface. Use caution with common foods and beverages like orange juice or soft drinks that also contain acids.

Whether you have stone slab or tile counters, whether your tile is stone, ceramic, porcelain, marble, granite, cultured marble, or acrylic Masterpiece No Rinse Neutral Marble & Tile Cleaner will remove residues from cooking oils, everyday food spills, and hairspray without leaving streaks.

Customized Training/Maintenance Programs

Masterpiece is committed in providing the best floor care products, service and training that will save you time and money. As you already know it is has always been a challenge to keep your high traffic areas like lobbies, entryways, and walkway looking brand new.

Our maintenance training solutions and products extend far beyond traditional floor care restoration. At Masterpiece, we believe in getting to know your business individually. We can also help identify areas of risk for your business, and offer solutions on how to help protect your assets. We can also recognize ways to increase the efficiency of your maintenance operations. Once we get a feel for the unique concerns of your building, we can draw from a wide range of products and services to help you meet your floor care needs.

Isn't it time you were in the spotlight? If you have a story about how Masterpiece has helped you or your business, submit your Masterpiece experience to travis@masterpieceelv.com. Over 5,000 Masterpiece customers will see your story. We can't wait to hear from you!

Restoration Services

Within the first three seconds of entering your business, a person has already made irreversible judgments on your company. With time shrinking and distractions growing in today's fast-paced world, to ensure that those judgments are favorable, the importance of making the right first impression is essential. Making a memorable impression start with the appearance of your building and its floors.

This is great news for all of our customers! There is now only one company to turn for complete and professional floor care products, service, and training. Masterpiece continues to provide full carpet, granite, marble, and tile restoration; as well as, cleaning, sealing, polishing, and grouting for both residential and commercial.

Masterpiece offers the following additional services: Janitorial Commercial Cleaning, and Floor Care Maintenance Programs.

For the past 10 years, Masterpiece has acquired marble, tile & grout, carpet, and janitorial cleaning contracts for several Las Vegas prestigious resorts. It has been the corporate mission to become the leading full-service floor care provider. Masterpiece Industries is and continues to be a 100% minority owned corporation.

If you have a question about your online account or Masterpiece products, write to travis@masterpieceproducts.com and customer newsletter.

Need to update your shipping or billing information? Login to masterpieceproducts.com now to update your account information, ensure continuous service and prevent any potential system delays.

Our Clients

Masterpiece is not for everyone, only those who care about their image as much as we do.



For More Information

Do you have questions about stone care?
Do you need help selecting the right products?
Do you need training on the proper methods for servicing your stone or tile?

Call us today at (866)263-8545 nor visit us online at www.masterpieceproducts.com



Masterpiece Industries, Inc. | 4010 W. Ali Baba Lane, Suite G, Las Vegas, NV 89118

Floor Care Products, Service & Training
Marble, Granite, Tile and Grout Restoration

Copyright © 2005 Masterpiece Industries, Inc. All rights reserved.