



# The MONITOR

Number 5 - December 2010

## How Will Recent IICRC ITA Announcement Affect Your SCRT Membership?

The IICRC has announced the possible creation of an International Trade Association (ITA) for the cleaning and restoration industry. (Full announcement on page 3 inside)

This most likely would result in the existing 13 trade associations- including SCRT- becoming chapter- like entities of the new ITA.

IICRC has setup a task force to look into all aspects of this coming to fruition. The ITA would be a separate entity from IICRC with its own Board of Directors.

This decision by the IICRC is still in its infancy and does not interfere with the normal operations of the 13 trade associations. It will continue to be business as usual for all the associations.

If and when this should become a reality the transition should be a smooth process possibly at no additional cost to members.

In the meantime, SCRT is already an International Trade Association offering many benefits to its regular and associate members. These benefits can be viewed at [www.scrt.org](http://www.scrt.org).

### SCRT Board of Directors

Gary Glenn- President  
[garyg@a-town.net](mailto:garyg@a-town.net)

Patti Savelle- Treasurer  
[psavelle@bellsouth.net](mailto:psavelle@bellsouth.net)

Rachel Adams- Secretary  
[rlaiam@aol.com](mailto:rlaiam@aol.com)

Peter Duncanson- VP Operations  
[pduncanson@smclean.com](mailto:pduncanson@smclean.com)

Tom Sherman- VP Membership  
[tomentb@gmail.com](mailto:tomentb@gmail.com)

Bruce DeLoatch-VP Marketing  
[bruce@cleanerscoach.com](mailto:bruce@cleanerscoach.com)

Chris Taylor  
[chris@aspire-centre.com](mailto:chris@aspire-centre.com)

Lenny Mingus  
[lenny@lenscarpetcare.com](mailto:lenny@lenscarpetcare.com)

Mike Brummett  
[carpetguy@sunflower.com](mailto:carpetguy@sunflower.com)

Ken McIntosh  
[kmcintosh@carpet-rug.org](mailto:kmcintosh@carpet-rug.org)

Carey Mitchell  
[carey.mitchell@shawinc.com](mailto:carey.mitchell@shawinc.com)

Don McNulty  
[bio1@sbcglobal.net](mailto:bio1@sbcglobal.net)

Jeff Bishop  
[ljbishop@sprynet.com](mailto:ljbishop@sprynet.com)

Cara Agerbeck  
[cagerbeck@abatment.com](mailto:cagerbeck@abatment.com)

## New Lead Paint Test Kit Hits Market



Your compliance with EPA RRP regulations just got easier!

The EPA now recognizes D-Lead<sup>®</sup> as a valid test kit to determine the presence or absence of lead based paint on drywall and other materials.

When used by a certified renovator, the D-Lead<sup>®</sup> Paint Test Kit manufactured by ESCA Tech, Inc., can reliably determine that regulated lead-based paint is not present on wood, ferrous metal (alloys that contain iron), drywall and plaster surfaces.

Certified renovators can purchase the kit from certain distributors and retail outlets. To locate a distributor or retailer visit [www.esca-tech.com](http://www.esca-tech.com), e-mail [rrp@esca-tech.com](mailto:rrp@esca-tech.com) or call (414) 962-3006.

Compliance with the RRP (Renovation, Repair, and Painting) rules is enforced by the EPA. The rules address

for-fee activities that disturb lead-based paint in target housing and child-occupied facilities.

Beginning April 22, 2010, firms working in pre-1978 homes and child-occupied facilities must be certified and use lead-safe work practices during renovations. Contractors working on pre-1978 target facilities must either follow the lead safe practices or test to ensure no lead based exists.

The EPA has recognized testing procedures and 3 test kits to identify lead-based paint. Those kits are: LeadCheck<sup>®</sup> kit, D-Lead<sup>®</sup>, and the State of Massachusetts kit. Neither the LeadCheck<sup>®</sup> nor the State of Massachusetts test kits, however, are approved for use on drywall.



The Official Publication of the Society of Cleaning and Restoration Technicians

SCRT Inc. 234 Cedric St Leesburg GA 31763 [info@scrt.org](mailto:info@scrt.org) Phone (229) 883-1202 Toll Free(800) 949-4728 Fax (229)438-7512



# The View from the President's Desk

## *A Message from SCRT President, Gary Glenn*

The Holiday Season is upon us it is hard to believe that Thanksgiving has already come and gone. As of this writing, Christmas is just around the corner. Isn't it wonderful to be in this great country where we enjoy such a wonderful life? I know that the last few years have not been exactly a walk in the park but it looks as if things are beginning to turn around. We still have so much more than nearly the whole world. Be thankful.

I have a couple of things to bring to your attention in this article. The first being "The Experience" in Las Vegas. What an awesome turnout! As usual SCRT was the number one association in head count out of all 14 associations. The show was a great success for all of the attendees as well as the vendors, several of whom said that it was by far the best Connections yet. As President of SCRT and Vice-President of Connections I say "thank you for making Connections great". "The Experience" will continue and will be better next year in Las Vegas, but in April Connections will bring "The Experience" to Clearwater Beach Florida. Obviously it will be a different experience than Las Vegas because of the size of the show hall, but be prepared for something different than you have seen in Florida before. Don't forget that this year in Florida we will be there in mid April.

The next issue I'd like to comment on is the possibility of an ITA (International Trade Association). I have stated to all of you before that I believe that an ITA would be the best thing for our industry. The reason I say that is we would have a lot of people in one association rather than a few people in several associations. This has the potential of giving the ITA buying power for equipment and supplies, possibly some types of insurance packaging at reduced rates and a voice that would be heard by government officials. How about that trade association being a part of the contracts with insurance companies like the large national carriers? There is safety and security in numbers and we would have the potential to start with over 50,000 members.

So you say, "well what happens to the SCRT?" It will still be there just like CFI, PCUCA, NEIRC, and many others. The biggest difference is we will become like Chapters. The whole process would just unite the industry and help us little mom & pops compete on a larger scale with the big boys. The possibilities are endless as to the advantages for you and for me.

You will see a statement in this newsletter about the ITA that was collaboration from your board of directors. You will see the same statement in the trade journals. What we are saying is that it is not a done deal yet, so let's continue to grow and support SCRT until the time either comes or passes. We do not believe that this is something that is going to happen in the next few months, so it will be life as usual.

Speaking of life as usual, we will do well financially from Connections this year and that money goes in your account the first of 2011. That means we have a nice chunk of change that can be handed out for scholarships. Many of you do not take advantage of that money and I do not understand why. You can use it for going to IICRC classes and Connections. Go to the website and look at how by taking advantage of scholarships it costs you nothing to be a member of SCRT.

Last but not least look for a HUGE announcement from Mike Watkins and Rachel Adams of Hydro-Lab. It is the deal of the century.

Until next time, *Gary*

# IICRC To Establish International Trade Association

## New Association will provide educational, networking opportunities



**Paul Pearce**  
IICRC Chairman of  
the Board of Directors

**VANCOUVER, Wash.**— November 10, 2010 – The Executive Committee and Board of Directors of the Institute of Inspection, Cleaning and Restoration Certification (IICRC) have approved the creation of an independent international trade association.

The new association will provide education, programs, services and products to individuals, companies and supporting organizations involved in the inspection, cleaning and restoration industry.

Paul Pearce, chairman of the board of directors of IICRC, explains, "The IICRC sees the need for people and companies to work together to pursue common goals and interests. We are establishing this trade association to ensure we provide cleaning, restoration and inspection professionals with the tools and resources they need to better serve their customers – an important step in our

ongoing efforts to advance communication, collaboration and technical proficiency within the industry."

The new association will provide members with education and access to research and specialized information. It will also direct government affairs activities, including increasing member awareness of state and federal legislative activity throughout the United States and facilitating relationships and understanding on behalf of the inspection, cleaning and restoration industry.

The association will have various membership categories and the formation task force is working on structuring a model agreement to have regional chapters.

"The association will offer members a number of programs and services that will benefit their businesses and the industry," explains Craig Kersemeier, chairman of IICRC's trade association task force. "For example, we are in the process of developing special interest groups that will provide insights and information to help drive business."

The IICRC will continue, with participation from the entire industry, to develop standards for inspection, cleaning and disaster restoration. It will also continue to approve schools and instructors who provide training and certification for industry professionals. Both organizations will offer networking and professional development opportunities for industry professionals.

## Rug Rat Upgrade May Prevent Permanent Damage to Upholstery

Those of you that are using the Turbo Cat and/or Rug Rat have found it to be an indispensable tool.



The vacuum and air flow that is produced from a number of sources, powers the internal turbines converting the spinning turbine motion into a rotating brush action via a cogged belt. The brushes' RPMs vary as air flow fluctuates. The Rug Rat is a very useful tool for removing animal hair on upholstery.

John Kime, noticed that the belt on the Rug Rat was not completely covered by the belt guard section of the bottom plate, allowing the rotating belt to come in contact with a surface being vacuumed. Caution should

be taken not to burn the surface, causing irreversible damage.

A call was made to HP Products and they redesigned the guard and sent us a prototype to test. So far it appears to take care of potential problems.

stands behind its products and listens to its customers. So thanks to John Kime for recognizing and following through with his concern, and hats off to HP Products for stepping up and improving a very useful tool and making it even better.

If you need upgrading contact Brian Wolfe of HP Products at 1-800-822-8356, ext. 2341 or [bwolfe@HPProducts.net](mailto:bwolfe@HPProducts.net)

**Article by Central Michigan  
Chapter President Lenny Mingus of  
Len's Carpet Care & Consultants**

Our Senior Certified Technician,

It is nice to find a company that

# News and Announcements

## Indiana

Indiana is our newest chapter and is headed up by **Mike Watkins** and **Kari Cole** of **Hydro Lab**. They held their first meeting in early October. They are still getting the word out and had about a dozen people show up.

A second Chapter Meeting was held on December 7th. As of this writing, we have not heard how that went. Stay tuned for updates and pictures. Their goal is to get more people to the meetings and are working on some new ideas. They welcome input and suggestions from any interested parties. Contact [mwatkins@hydro-systems.com](mailto:mwatkins@hydro-systems.com) or call (317) 984-8100.

## Georgia

The Georgia Chapter will hold a **Cleaning and Restoration Symposium on Tuesday, February 1, 2011**. This event will feature expert guest speakers from a variety of industry segments. A list of topics and speakers will be announced via email and on the SCRT Member Website.

**Cara Agerbeck**, Sales Manager for Abatement Technologies and SCRT Board Member, will assume the role of Georgia Chapter President in January of 2011. Current Georgia Chapter President **Bruce DeLoatch** will remain active on the local level as well as carrying out his duties as SCRT Vice-President of Marketing.

**Mark Cornelius** of Disaster Restoration Incorporated has agreed to take over as the Secretary/Treasurer of the Georgia Chapter, replacing **Joe Pierron** who had to voluntarily step aside earlier this year.

## North Carolina

**Ron Henderson**, President of the North Carolina Chapter has announced that there will be a Chapter Meeting and event on Friday, February 25, 2011 at Sun-Belt Supply in Raleigh, NC.

"This event is a one-day **Cleaning and Restoration Seminar** featuring several industry trainers and speakers. We will work with IICRC so that this event will be good for **1 Continuing Education Credit**." For more information, contact Chapter President, Ron Henderson at [ron@servicewithcare.com](mailto:ron@servicewithcare.com)

## Northeast Ohio

On December 9th, 2010 Northeast Ohio Chapter President and SCRT Board Member **Tom Sherman** and the Northeast Ohio Chapter hosted a Chapter Event featuring two industry experts, **Lisa Wagner** and **Jim Pemberton**. The focus was on upholstery and rug cleaning; how to make more money and reduce the risk of problems. As of this writing, the course has not taken place. Updates and photos to follow.

## Headquarters

**Chris Taylor** has handed over the responsibility of SCRT Secretary to **Rachel Adams**. Chris is still an active Member of the Board of Directors and we appreciate his continued contribution. We'd also like to give a special **"Thank you"** to Rachel for taking over this important responsibility.

## SCRT Chapter Contacts

### CENTRAL MICHIGAN

Lenny Mingus (517) 886-5367  
[lenny@lenscarpetcare.com](mailto:lenny@lenscarpetcare.com)

### FLORIDA

Bill Raley (407) 628-4666  
[servpro9270@cfl.rr.com](mailto:servpro9270@cfl.rr.com)

### GEORGIA

Cara Agerbeck  
[cagerbeck@abatement.com](mailto:cagerbeck@abatement.com)  
(800) 634-9091

### INDIANA

Kari Cole or Mike Watkins  
[mwatkins@hydro-systems.com](mailto:mwatkins@hydro-systems.com)  
(317) 984-8100

### MICHIGAN

Gerald Szpak  
(313) 937-1871  
[jerry.carpetcare@sbcglobal.net](mailto:jerry.carpetcare@sbcglobal.net)

### MISSOURI/KANSAS

Mike Brummett (785) 979-4788  
[carpetguy@sunflower.com](mailto:carpetguy@sunflower.com)

### NORTH CAROLINA

Ron Henderson (919) 846-3828 Ext 113  
[ron@servicewithcare.com](mailto:ron@servicewithcare.com)

### NORTHEAST OHIO

Tom Sherman (330) 262-0936 Ext 3  
[tomemtb@gmail.com](mailto:tomemtb@gmail.com)

### SOUTHERN OHIO

Ford Halter (513) 398-2580  
[fhalter@midwestcleaningtech.com](mailto:fhalter@midwestcleaningtech.com)

## Hydro-Lab Training and Research Offers SCRT \$40,000 in Scholarships

Hydro Lab Training & Research Center in Cicero, IL announced two new programs for members of SCRT.

First, beginning January 1, 2011 all new or renewing SCRT members will receive a \$300.00 coupon towards one of four different advanced drying classes to be held at the Hydro Lab Center. This offer will enable any member of the SCRT to recover all their membership fees by just taking one class. Coupons will be mailed to Members upon renewal.

Second, the Hydro Lab Center is offering up to \$40,000 in scholarships exclusively to SCRT members



beginning January 1, 2011. With this program in place, the value of scholarship opportunities available to SCRT members far exceeds the cost of membership.

**For further information, contact SCRT Secretary, Rachel Adams at [rlaiam@aol.com](mailto:rlaiam@aol.com) or Mike Watkins at the Hydro Lab Center at [mwatkins@hydro-systems.com](mailto:mwatkins@hydro-systems.com).**

## Your SeCReT Weapon for Success

Take Advantage of an Important Member Benefit- by Bruce DeLoatch

We recently had the pleasure of hosting Jeff Bishop's Disaster Management and Marketing Course at our training facility in Atlanta GA. I was waiting for Jeff to come in and I noticed a stack of documents that he was distributing to the attendees. I picked one of them up and began to read.



**Jeff Bishop**  
SCRT Technical  
Advisor

It was an article Jeff had written about the benefits of using air filtration devices (air scrubbers) on restoration projects. Well-researched, fact-based and scientific, it taught me a few things I did not know and reinforced the importance of some things I already knew.

Then I picked up another article he'd written about how some insurance adjusters use downright manipulative and unethical practices to pit restoration contractors against one another to reduce claims. This too was an incredibly enlightening and empowering article.

When Jeff came into the classroom a few minutes later, I asked him about

these articles and how I could get a copy. I felt like these would be great to use in my Water Restoration Technician courses. Jeff graciously provided me copies of all of the handouts used in the class.

He also let me know that there are dozens of articles, Technical Bulletins and Answers to Member Questions on the SCRT Website. In addition to that, Jeff has authored hundreds of papers, articles and bulletins that are not on the SCRT Website (yet).

As an SCRT Member, Jeff Bishop is YOUR Technical Advisor. If you want information to solve a problem, first go to the SCRT Website. There is a good chance that what you need to know has already been covered by Jeff or another expert and is available in the Members Only section. If not, you can post your questions on the SCRT Website by clicking on the "Ask Technical Questions" link.

Those questions are answered by your Technical Advisor or other experts in that subject matter. You can also ask questions about administration, marketing and sales, and just about anything else that is related to successfully running your cleaning and restoration business.

## You Can Help



Everyone has something to share. SCRT is in need of industry news events, technical articles and other information of interest to SCRT Members to access on our website at [www.scrt.org](http://www.scrt.org).

This is an opportunity for everyone, especially Associate Members, to help your fellow industry professionals. Source credit will be given so that Members will know how to reach you for more information.

Have you discovered a new way to get things done more efficiently or profitably? Or maybe you have a cool new marketing concept. Perhaps a new application for existing technology or software? If so, we want to hear from you.

**Contact Bruce DeLoatch at (678) 250-6001 or [bruce@cleanerscoach.com](mailto:bruce@cleanerscoach.com)**

# The Complete Distribution Center

For Cleaning & Restoration Products

[www.sun-beltusa.com](http://www.sun-beltusa.com)

- Fire and Smoke Restoration
- Carpet Cleaning and Repair
- Restorative Drying
- Upholstery Cleaning
- Mold Remediation
- Worldwide Deliveries
- Economical Pricing
- Reliable People
- Direct Buyers Guide to Help You With Product Selection



Serving the Industry Since 1969 with  
Quality Name Brand Products

**Toll Free 800-334-8418**

## RAPTOR® 3000D Air Movers from Abatement Technologies

**YOU asked for it...  
WE listened!**



- 3,450 cfm, 2.6 amps on high
- GFCI outlet, daisy-chain up to 4 units
- Multiple operating positions
- Easy stackability
- Optional positioning stand available

Abatement Technologies:  
Outstanding Quality.  
Amazing Performance.  
The Customer Service You Deserve.

[www.abatement.com/restoration](http://www.abatement.com/restoration)  
US: 800-634-9091      Canada: 800-826-6443

## How You Can Keep Customers Loyal & Get More Referrals FREE!

Free Marketing Tool Just for SCRT Members  
from [ccnewsletters.com](http://ccnewsletters.com)

Newsletters are a great way to keep your cleaning and restoration company at the top of your customer's mind. But researching, writing and editing can be difficult and time-consuming.

As an SCRT Member, you can now get great quality content every month for free. If you are looking for an easier way to put together a newsletter, this is it.

In order to get your free newsletter content, it is important that you follow these directions:

1. Go to [www.ccnewsletters.com](http://www.ccnewsletters.com)
2. Click "View newsletter information and pricing" button.
3. Click "Register Now!" link
4. Fill in the basic contact information.

NOTE: Select the box marked "Basic" under the do-it-yourself options. You do not have to upload any files for the free SCRT option. Type "SCRT Member" in the "Additional Information" box. You do not have to enter any payment information.

What do you get? Once a month, you will get an email with a link to the latest files for download. They include an informative article about the cleaning and restoration industry designed to establish you as the expert.

In addition, you'll find other features about the things your customers are interested in, such as: health, family, home, finances, security, travel and more. Plus, we include a few jokes to entertain and get a chuckle.

Feel free to use this information on websites, in e-mail, print, brochures or any other way you choose.

If you wish to upgrade to one of the premium options, SCRT Members get \$19 off of each issue. That saves you up to \$228 a year!

If you have any questions, email [bruce@cleanerscoach.com](mailto:bruce@cleanerscoach.com) or call (678) 250-6001.



A good newsletter builds loyalty, establishes you as the expert, and shows that you care.

## Classes, Seminars and Events from SCRT Associate Members and Supporters

This information is provided as a courtesy. SCRT is not responsible for errors or cancellations. Please contact the school or sponsor listed to confirm this information, for SCRT Member discounts or to register. **Remember, SCRT members in good standing for at least 12 months are eligible for scholarships!** Scholarships are subject to funds availability. Contact Patti at [accounting@scrt.org](mailto:accounting@scrt.org) or (800) 949-4728 for more information about scholarships.

Date	Event	City ST	Contact
12/21	EPA RRP Lead Safety	Cicero IN	Hydro Lab 888.776.6708
12/28-12/29	IICRC Upholstery Cleaning (UFT)	Atlanta GA	The Cleaner's Coach 678.250.6001
12/30	EPA RRP Lead Safety	Atlanta GA	The Cleaner's Coach 678.250.6001
1/4-1/6	IICRC Carpet Cleaning (CCT)	Atlanta GA	The Cleaner's Coach 678.250.6001
1/5-1/6	IICRC Carpet Cleaning (CCT)	Atlanta GA	Jon-Don 800.400.9473
1/5-1/7	IICRC Water Restoration (WRT)	Cicero IN	Hydro Lab 888.776.6708
1/10-1/13	IICRC Applied Microbial Remediation (AMRT)	Cicero IN	Hydro Lab 888.776.6708
1/12	IICRC Odor Control	Raleigh NC	Sun-Belt USA 800.334.8418
1/13-1/14	IICRC Fire & Smoke Restoration (FSRT)	Raleigh NC	Sun-Belt USA 800.334.8418
1/14	Hands-on Media Blasting	Cicero IN	Hydro Lab 888.776.6708
1/17-1/18	IICRC Health & Safety (HST)	Cicero IN	Hydro Lab 888.776.6708
1/19-1/21	IICRC Applied Structural Drying (ASD)	Cicero IN	Hydro Lab 888.776.6708
1/24-1/28	IICRC Commercial Drying Specialist (CDS)	Cicero IN	Hydro Lab 888.776.6708
1/25-1/27	IICRC Water Restoration (WRT)	Atlanta GA	The Cleaner's Coach 678.250.6001
1/28-1/29	IICRC Health & Safety (HST)	Dothan AL	Clean Care Seminars 800.455.4278
1/31-2/4	IICRC Commercial Drying Specialist (CDS)	Dothan AL	Clean Care Seminars 800.455.4278
1/31	EPA RRP Lead Class	Atlanta GA	The Cleaner's Coach 678.250.6001
2/1	EPA RRP Lead Class	Cicero IN	Hydro Lab 888.776.6708
2/2-2/3	IICRC Odor Control (OCT)	Atlanta GA	The Cleaner's Coach 678.250.6001
2/7-2/11	WRT and ASD Combination Course	Cicero IN	Hydro Lab 888.776.6708
2/10-2/11	IICRC HST Equivalent (OSHA 10 hour)	Atlanta GA	The Cleaner's Coach 678.250.6001
2/14-2/16	Trauma Scene Remediation	Cicero IN	Hydro Lab 888.776.6708
2/16	IICRC Odor Control (OCT)	Atlanta GA	Jon-Don/Atlanta 800.400.9473
2/16-2/18	IICRC Rug Cleaning (RCT)	Dothan AL	Clean Care Seminars 800.455.4278
2/17	Business Seminar for Trauma Remediation	Cicero IN	Hydro Lab 888.776.6708
2/17-2/18	IICRC Fire & Smoke (FSRT)	Atlanta GA	Jon-Don/Atlanta 800.400.9473
2/22-2/24	IICRC Water Restoration (WRT)	Atlanta GA	The Cleaner's Coach 678.250.6001
2/22-2/25	ASD w/Generators, Power Dist., Indirect Heat	Cicero IN	Hydro Lab 888.776.6708
2/25	SCRT Cleaning & Restoration Symposium 1 CEC	Raleigh NC	SCRT NC Chapter 919.846.3828 ext113
2/28-3/3	IICRC Applied Mold Remediation (AMRT)	Cicero IN	Hydro Lab 888.776.6708
2/28-3/5	IICRC Applied Senior Carpet Inspector (ASCI)	Dalton GA	Clean Care Seminars 800.455.4278
2/28	EPA RRP Lead Safety	Atlanta GA	The Cleaner's Coach 678.250.6001

If you wish to promote classes or events in *The Monitor*, contact Bruce DeLoatch at [bruce@cleanerscoach.com](mailto:bruce@cleanerscoach.com) or 678.250.6001. Only events hosted by an SCRT Associate Members at their facility may be listed here.

SCRT Headquarters  
234 Cedric Street  
Leesburg GA 31763

web:www.scrt.org email:info@SCRT.org  
Phone:229-883-1202 Toll Free:800-949-4728

### **SCRT MISSION:**

The Society of Cleaning and Restoration Technicians is a nonprofit trade association for companies of all sizes and sectors in the inspection, cleaning, restoration, and related industries.

The SCRT's mission is to be the *leading worldwide resource* that provides members with up-to-date technical, management, and marketing information.

The SCRT will help companies be successful in ways that demonstrate respect for ethical values, industry coworkers, allied vendors, consumers, communities, and the environment."

### **SCRT Code of Ethics:**

**Maintain the highest professional standards** of workmanship and service;

Conduct business affairs with **honesty and integrity**, never resorting to unfair trade practices that might adversely affect the image of the association or industry;

**Avoid misrepresentation** of products and services, false promises, misleading advertising, or any other promotion that might lead to customer misconception;

**Share knowledge** and experience with the objective of upgrading the industry;

**Promote a professional image**, offering honest, dependable, competent service.



## Inside this issue of **The MONITOR**

**IICRC Announcement Raises Questions. SCRT President Responds.**

**News and Announcements From SCRT Chapters**

**New FREE SCRT Benefit Designed to Help Keep Your Customers Loyal**

**New \$40,000 Scholarship Program Revealed. This is Huge!**

**Upcoming Class and Event Schedule**

**Popular Cleaning Accessory Improved to Prevent Expensive Damage**

**How You Can Help SCRT Educate and Inform Others**

**This Member Benefit is a Secret Success Weapon!**

**Important New Development in EPA Lead RRP Law Helps YOU Comply.**