

My "New House"

relewis1 [relewis1@bellsouth.net]

Sent: Monday, July 01, 2013 10:43 AM**To:** Jeff and Roxanne Ecklund

I would like to convey my appreciation to the Rhino Shield Company and the crew who undertook to apply Rhino Shield to the eaves, fascia, window frames, and tudor trim of my house in Gatlinburg, TN.

I initially contacted Rhino Shield to ask if an application of the product might thwart the yearly assault by carpenter bees in the woodwork of the house and was told it has given satisfaction to previous customers in this battle. After a meeting with agent Tom Watkins, I contracted with your company to have the woodwork coated and boards damaged by carpenter bees replaced. I am pleased with the final result as well as with the performance of the crew throughout the process.

First, the crew pressure washed all the wood which removed the cobwebs, mildew, and loose chips of paint. I must say that I was pleased that the crew were respectful of my flowers and shrubs while doing this: not a single plant suffered being stepped on or broken in preliminary or final steps of the process. Additionally, the crew made use of my roof water collection tanks and pump rather than use city water. Because we have had so much rain this spring, I have had no need for the water stored in the tanks and it was good to have it circulated out and to cleanse the pump.

The crew returned the following week to mask the windows where needed, plug the holes made by carpenter bees with a special chemical mix, replace one span of wood that had been ruined by carpenter bees and woodpeckers, and apply the undercoat which is a curious blue color. Again, the work was quick and efficient, neat and thorough. Every single little corner of wood was attended to, and there are many on this house: a nearly invisible board running underneath one outside door frame, each diagonal board of the tudor framing, door sills, window molding that sinks deep into the walls of the house, the deep triangular cubby holes where the upper story roof launches off the main roofline. No wood trim was neglected.

Next the application of Rhino Shield coating was undertaken. The company had earlier sent me a sample of the color I had chosen from the color palette to verify that this was the color I liked, but I found that the actual color was not quite dark enough. No problem, the color was adjusted so that the final coating color was exactly what I wanted. The second floor eaves, etc. were sprayed by air compressor, and all detailed painting was done by hand. The crew coated the gutters, window frames, and trim using hand-held brushes, seemingly a tedious task--but I have learned as I painted my outside work table with the half-full can of unused paint they left with me that Rhino Shield coating is SO EASY to apply by hand that it requires very little brushing as paint requires. I observed the crew using a broad metal plate on a handle against the side of the boards as they painted; consequently, I have found not one single spot where the painter's brush slipped and dabbed the surrounding stucco.

And now my house looks new again. Running my fingers along any expanse of coated wood, I can see the difference in Rhino Shield and paint: My finger does not glide along the expanse; rather, it meets resistance as it travels. I would hope this is an indication of Rhino Shield's impervious attributes. I also hope it will see me through 25 years, the necessity for repainting the woodwork ever again one homeowner burden dispensed with forever.

So I thank you, Rhino Shield. I am completely satisfied with your product and the workmanship that went into its application. I additionally appreciate that your company guarantees your product and work and will remain on call should a problem arise. The expense of this undertaking will even out as the years go by. I am glad I called Rhino Shield.

Sincerely,
Ruth E. Lewis
Gatlinburg, TN