



We've had HydroMassage in two locations for over three years, and it's a huge part of our overall business model. Without it, we wouldn't really have a complete spa package.

Clients absolutely love it, and it's opened me up to a much larger clientele base. It's probably booked 80-90% during the day, and sometimes there's even a wait period to get an appointment.

I chose HydroMassage after Planet Beach realized UV therapy was on its way out, and we had to move on to a different business model if we were going to be successful. Once we added HydroMassage and the other spa services, even during a down economy, we've been able to increase revenues by 100%.

As far as I'm concerned in this economy, the only way to sell this bed and make real serious money is to incorporate it into your overall package for unlimited use. We sell a \$79 Contempo Spa package and we also offer 20-minutes spa sessions for \$39. But, my team really only focuses on the Contempo Spa package, and without HydroMassage it would be very, very difficult to close somebody on that membership.

Your company has been very aggressive in trying to innovate new ways to get HydroMassage out there, which is great...especially the tax day promotion and the website locator. And, tech support has been phenomenal. You're the only company that offers support on the weekends. Some other companies don't even let you call in anymore, and you guys offer it 7 days a week even though the HydroMassage is the least worrisome equipment that I have. As much as we use it, we've only had 2 minor wear and tear issues over the past three years.

A handwritten signature in black ink, appearing to read "KC" followed by a long horizontal line.

Kevin Carpenter
Owner, Planet Beach
Glendale, AZ
Goodyear, AZ