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January 17, 2005

Rusty Lucas  
P.O. Box 422  
Sandusky, Ohio 44871

Dear Mr. Lucas:

I work at the corporate office of CNS and was forwarded your letter by Stacey Lewis from our Customer Service Department. I was pleased to read our nasal strips work so well for your snoring but was sorry to read about the skin removal experience you had while using our tan nasal strips. I am sure by now you have received Stacey's letter with suggestions on how to protect your nose in the future. I believe the tip to add a piece of tissue to the center of the strip, to cover the adhesive, is perhaps the most relevant! Removing the strip while washing your face or in the shower – with water coming in direct contact with the adhesive as you remove the strip – should eliminate the aggressive adhesive issue you referred to – even with the tan strips.

I regret I do not have any baseball hats with the Breathe Right® logo. We are a relatively small company and don't purchase or manufacture a lot of branded clothing products. I was able to locate a fun hat from an athletic sponsorship program we supported last year. I hope you enjoy it!

I wanted to address your question about the adhesive we use on our strips and the difference between the tan and clear nasal strip. While rare, the skin irritation you referred to can occur with the use of bandages or cosmetic products that use adhesive. The adhesive used on the Breathe Right nasal strip is a medical grade adhesive and is considerably more aggressive than what you have experienced with other products. Unfortunately, this stronger adhesive can sometimes cause a skin irritation or as in your case, skin removal.

The type of nasal strip you use, environmental factors and your personal skin condition influences the "stick-ability" of a nasal strip to your nose. We sell two types of nasal strips: Clear and Tan (including the Vapor Strips with mentholated vapors). Although the springs and adhesive are the same for all of our nasal strips, the fabric of the clear and tan (and Vapor) strip is different.

The tan strip fabric is more porous than the clear strip fabric, which some feel allows the strip to adhere better to the nose. In general, we recommend the tan nasal strip for people with normal or oily skin, for use in more humid environments or when exercising.

Since the clear nasal strip fabric is less porous than the tan strip, it does not "breathe" as easily. Oils and moisture from the skin can accumulate under the clear strip, causing it to lift off. In general, we recommend the clear nasal strip for those who have dry or sensitive skin. The clear strip is also great for use now, as the moisture content of skin decreases during the winter months – causing the skin to be more sensitive.

If you have any further questions please feel free to call me at 800-441-0417.

Kind regards,

A handwritten signature in black ink, appearing to read "Joanne Harms", written in a cursive style.

Joanne Harms

Customer Care Administrator