

RUSTY LUCAS
P.O. Box 422
SANDUSKY, OHIO 44871

January 7, 2005

CNS, Inc.
20 Troy Road
Whippany, NJ 07981
ATTN: Breathe Right®

Dear Nose Openers:

I have open sore on the bridge of my nose from using your Breathe Right® nasal strips product. I bought a box of Large size strips with the tan color strip and I use them every night to help me breathe better and to help with my snoring problem. I used to snore so loud that I would often wake myself up and look out the window to see exactly who it was that thought it would be a good idea to do jackhammer road work on the street right outside my bedroom window at 1:45 in the morning! But that all changed when I started using Breath Right® strips on a regular basis.

Returning to my current problem, it seems that all of the strips in this particular box must have had some really extra strength sticky adhesive, because none of the previous boxes I had used ever stuck this securely to the bridge of my nose. They literally hurt when I pull them off! One morning about a week or more ago, I developed an open sore on the bridge of my nose as I removed the nasal strip.

What do you put in the glue? It doesn't feel as sticky as super glue, but it feels about the same consistency as industrial strength duct tape. In this particular box at least, the glue is much more adhesive than that on my medicine cabinet bandages.

You know that I first saw your product a number of years ago when I noticed an NFL football player using a Breathe Right® strip during a football game. I thought it was just a bandage on his nose to cover up a small cut or something. Over the next few weeks and months I began seeing more and more football players with bandaged noses, which I assumed must have all been the result of getting hit in the face mask. I wondered why there were so many nose injuries for all these football players and thought that somebody should look into designing a new football helmet to prevent this madness.

I later found out that these were not bandages at all, they were Breath Right® nasal strips, which I guess were just not available to the mainstream consumers yet. But I find it doubly ironic that I now wear a real bandage on the bridge of my nose AS A DIRECT RESULT of the bandage-like looking thingies that all those football players were wearing just a few years ago!

My problem is this: I have to take the bandage off every night when I go to bed, because I cannot breathe right unless I put on a Breath Right® strip, but the strip just does not work properly when placed over top of an adhesive bandage... it has to stick directly on my skin. So then each morning, when I take off the Breathe Right® strip I irritate the sore on my nose and sometimes open it back up again and necessarily must put a bandage on it.

It is important to note that I did not have this problem last month when I was using a box of clear colored Breath Right® strips. I noticed that the adhesive on those strips is right on the plastic strip itself, while the tan strip adhesive looks like it might be attached to some other layer of material. Would that make a difference?

So anyway, you guys might want to take another look at your product design and figure out why this is happening or determine if maybe the adhesive applicator went haywire on a few select batches of product. I am sure that mine is not the only letter you have received detailing this kind of problem. But don't get me wrong... you have done a great service to many of us in America who have difficulty breathing at night when our nostrils and sinus cavities close up tighter than a box turtle being fondled by a 11 year old boy. (I had about a dozen box turtles when I was 11). I bet if I put a Breath Right® strip on a box turtle it would open right up like nothing!

So keep up the good work and keep me on the mailing list in the event that you develop a product that effectively and thoroughly cleans out ear wax. I have always been a bit reluctant to clean my ears with cotton swabs ever since my friend Cormel broke one of those things off deep inside his ear.

Sincerely,

A handwritten signature in cursive script that reads "Rusty Lucas".

Rusty Lucas

p.s. Perhaps I am preparing for the worst, but I just like to be ready in advance. Do you have any free baseball caps that you could send to me? I am just thinking that a cap with a large brim will come in very handy in the spring and summer time in keeping the hot sun off of the sore on my nose. Sunburned noses are not pleasant -- even without open sores. Adding an open sore to sunburn would be very uncomfortable. I also do a lot of swimming in the warm months and nose bandages do not stay on well when they get wet. I just do not want to be wasteful and use up 10 or 15 bandages in a single day, so on those beach days, I think I will just go without bandages and wear a baseball cap to keep the sun off of my open sored nose. Please send me a free baseball cap with your product logo on the front!