

## FRANCHISE DISCLOSURE DOCUMENT



Enviro-Master International Franchise,  
LLC 5200 77 Center Drive,  
Suite 500 Charlotte, NC 28217  
Phone: 704-302-1016  
[www.enviro-master.com](http://www.enviro-master.com)

An Enviro-Master International Franchise, LLC franchise (a “Franchised Business”) provides restroom hygiene, drain line management, window cleaning, power washing, paper, and chemical products and services to customers that include restaurants (quick service and traditional), hotels, schools, and other types of commercial establishments.

The total initial investment necessary to begin operation of a single-territory Franchised Business is \$120,770 to \$251,520. This includes \$92,270 to \$98,770 that must be paid to Enviro-Master International Franchise, LLC.

The total initial investment necessary to begin operation of two to five Franchised Businesses pursuant to a Multi-Territory Addendum to Franchise Agreement is \$276,670 to \$563,920. This includes \$132,270 to \$228,770 that must be paid to Enviro-Master International Franchise, LLC.

This disclosure document summarizes certain provisions of your franchise agreement and other information in plain English. Read this disclosure document and all agreements carefully. You must receive this disclosure document at least 14 calendar days before you sign a binding agreement with, or make any payment to, the Enviro-Master or an affiliate in connection with the proposed franchise sale. **Note, however, that no government agency has verified the information contained in this document.**

You may wish to receive your disclosure documents in another format that is more convenient for you. To discuss the availability of disclosure in different formats, contact Enviro-Master at 5200 77 Center Drive, Suite 500 Charlotte, NC 28217, (704) 302-1016.

The terms of your contract will govern your franchise relationship. Do not rely on the disclosure document alone to understand your contract. Read all of your contract carefully. Show your contract and this disclosure document to an advisor, like a lawyer or an accountant. Buying a franchise is a complex investment. The information in this disclosure document can help you make up your mind. More information on franchising, such as “*A Consumer’s Guide to Buying a Franchise*,” which can help you understand how to use this disclosure document, is available from the Federal Trade Commission. You can contact the FTC at 1-877-FTC-HELP or by writing to the FTC at 600 Pennsylvania Avenue, NW, Washington, DC 20580. You can also visit the FTC’s home page at [www.ftc.gov](http://www.ftc.gov) for additional information. Call your state agency or visit your public library for other sources of information on franchising.

There may also be laws on franchising in your state. Ask your state agencies about

them. Issued: June 6, 2025, [as amended on October 13, 2025](#)

[#260761v3](#)  
[Enviro-Master International Franchise, LLC FDD](#)  
[June 6, 2025, as amended on October 13, 2025](#)

ITEM 7	ESTIMATED INITIAL INVESTMENT .....	<del>45</del> <u>16</u>
ITEM 8	RESTRICTIONS ON SOURCES OF PRODUCTS AND SERVICES .....	<del>19</del> <u>20</u>
ITEM 9	FRANCHISEE'S OBLIGATIONS .....	<del>23</del> <u>24</u>
ITEM 10	FINANCING .....	<del>25</del> <u>26</u>
ITEM 11	FRANCHISOR'S ASSISTANCE, ADVERTISING, COMPUTER SYSTEMS AND TRAINING .....	<del>26</del> <u>27</u>
ITEM 12	TERRITORY .....	<del>34</del> <u>36</u>
ITEM 13	TRADEMARKS .....	<del>38</del> <u>39</u>
ITEM 14	PATENTS, COPYRIGHTS AND PROPRIETARY INFORMATION .....	<del>40</del> <u>41</u>
ITEM 15	OBLIGATION TO PARTICIPATE IN THE ACTUAL OPERATION OF THE FRANCHISE BUSINESS .....	<del>40</del> <u>41</u>
ITEM 16	RESTRICTIONS ON WHAT THE FRANCHISEE MAY SELL .....	<del>41</del> <u>42</u>
ITEM 17	RENEWAL, TERMINATION, TRANSFER AND DISPUTE RESOLUTION .....	<del>42</del> <u>43</u>
ITEM 18	PUBLIC FIGURES .....	<del>46</del> <u>47</u>
ITEM 19	FINANCIAL PERFORMANCE REPRESENTATIONS .....	<del>46</del> <u>47</u>
ITEM 20	OUTLETS AND FRANCHISEE INFORMATION .....	<del>52</del> <u>53</u>
ITEM 21	FINANCIAL STATEMENTS .....	<del>62</del> <u>63</u>
ITEM 22	CONTRACTS .....	<del>62</del> <u>64</u>
ITEM 23	RECEIPTS .....	<del>63</del> <u>64</u>

#### **EXHIBITS**

- A. Agent for Service of Process
- B. Franchise Agreement
- C. Form of Multi-Territory Addendum to Franchise Agreement
- D. Market Reservation and Deposit Agreement
- E. Promissory Note
- F. Operations Manual Table of Contents
- G. Confidentiality Agreement
- H. Current Franchisees
- I. Former Franchisees
- J. Financial Statements

### **Prior Business Experience; Other Businesses.**

Enviro-Master and our predecessor, Enviro-Master Franchise, LLC (“EMF”), have been offering franchises since January of 2011. EMF operated an Enviro-Master business in Charlotte, North Carolina from 2009 until August 2013, at which time this unit was transferred to a franchisee. In 2023, the Franchised Business in Charlotte, North Carolina became a corporate franchise. We have not offered franchises in, or engaged in, other lines of business except for the sale to our franchisees of the products and services described in this disclosure document.

### **Applicable Regulations.**

You must comply with federal, state, and local health and environmental safety regulations concerning the proper handling of cleaning fluids and other products used in the Franchised Business. In addition, you will have to comply with federal, state, and local laws and regulations applicable to most businesses generally like workers’ compensation. You will also have to comply with federal, state and local laws and regulations that are specific to this Franchised Business. For example, there may be local laws that require you to secure a license or permit in order to advertise or provide the products and services offered by your Franchised Business. Some states, like California, may require you to secure a pest control license in order to advertise certain products and services. You should investigate the application of these laws further.

Compliance with these laws and regulations, as they may be amended from time to time, can increase your operational costs and affect your bottom line.

## **ITEM 2**

### **BUSINESS EXPERIENCE**

#### **~~Ted Bierling~~Frank Costello: President and Chief Executive Officer**

Mr. ~~Bierling~~Costello has served as President and Chief Executive Officer of Enviro-Master International Franchise, LLC ~~in Charlotte, North Carolina since December 2022. From January 2021 until December 2022, Mr. Bierling served as President and Chief Operating Officer of Enviro-Master International Franchise, LLC in Charlotte, North Carolina. From December 2016 to December 2020, Mr. Bierling served as Chief~~ since September 2025. He is located in Hilton Head Island, South Carolina. Mr. Costello worked for Cajun Operating Officer of Enviro-Master International Franchise, LLC in Charlotte, North Carolina as its Senior Vice President, U.S. Franchise Development from March 2024 until September 2025, and as its Vice President, U.S. Franchise Development from April 2022 until March 2024. He served in these roles from Hilton Head Island, South Carolina. Mr. Costello was Senior Executive & Director, Franchise Development for TBC Corporation from May 2018 to April 2022. He served in this role from in Palm Beach Gardens, Florida.

#### **Steven Richey: Chief Revenue Officer**

Mr. Richey has been Chief Revenue Officer of Enviro-Master International Franchise, LLC in Charlotte, North Carolina since June 2022. From November 2020 to May 2022, Mr. Richey was Vice President of Sales of Enviro-Master International Franchise, LLC in Charlotte, North Carolina. From October 2013 to October 2020, Mr. Richey was Regional Sales Manager for RSM

US LLP in Atlanta, Georgia.

**Marty Hulse: Chief Operating Officer**

Mr. Hulse has been Chief Operating Officer of Enviro-Master International Franchisee, LLC in Charlotte, North Carolina since February 2024. From October 2023 to February 2024, Mr. Hulse was Vice President of Operations for Vestis Uniform and Workplace Supplies (formally Aramark Uniform Services) in Charlotte, North Carolina. From April 2017 to October 2023, Mr. Hulse was Group Vice President of Operations for Aramark Uniform Services in Charlotte, North Carolina.

**Tod Bierling: Senior Vice President of Strategic Development**

Mr. Bierling has served as Senior Vice President of Strategic Development for Enviro-Master International Franchise, LLC in Charlotte, North Carolina since September 2025. From December 2022 until September 2025, Mr. Bierling served as President and Chief Executive Officer of Enviro-Master International Franchise, LLC in Charlotte, North Carolina. From January 2021 until December 2022, Mr. Bierling served as President and Chief Operating Officer of Enviro-Master International Franchise, LLC in Charlotte, North Carolina.

**Carson Suppe: Director of Franchise Development**

Mr. Suppe has been Director of Franchise Development of Enviro-Master International Franchise, LLC in Charlotte, North Carolina since September 2022. From January 2017 to September 2022, Mr. Suppe served as Senior Franchise Development Representative for Acti-Kare, Inc. in Tampa, Florida.

**Sean Hart: Vice President of Franchise Development**

Mr. Hart has been Vice President of Franchise Development of Enviro-Master International Franchise, LLC since October 2025. From January 2025 to July 2025, Mr. Hart served as Vice President of Franchise Development for CRESSO Brands. From April 2022 to December 2024, Mr. Hart served as Vice President of Franchise Development for ABCSS LLC. From November 2016 to March 2022, Mr. Hart served as Vice President of Franchise Development for AFC Franchising. He served in each of these roles from Hoover, Alabama.

**ITEM 3 LITIGATION**

*Seattle Sanitation Services, Inc., et al. vs. Enviro-Master International Franchise, LLC, et al.*, Superior Court of the State of Washington for the County of King, Case Number: 18-2-54869-1 SEA (King County, Washington, filed November 16, 2018). On November 17, 2018, we were notified that a lawsuit was filed against us, but had not been formally served on us, seeking a rescission of the Franchise Agreement and alleging violations of Washington State's Franchise Investment Protection Act. While we believed the case was entirely without merit, we agreed to settle this dispute by repurchasing the franchisee's territory for approximately one half of the Initial Franchise fee rather than incur litigation costs which would have been significantly greater. The action was dismissed on January 30, 2019 without ever having been served on us by the Franchisee.

*Enviro-Master International Franchise, LLC v. Pro-Hygiene, LLC, et al.*, United States District Court for the Western District of North Carolina, Civil Action File No. 3:23-cv-00444. We

Note: These numbers do not include 6 franchised outlets operating in Canada as of December 31, 2024.

**Table No. 4**  
**Status of Company-Owned**  
**Outlets For years 2022-2024**

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired From Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of Year
<b>All states GA</b>	2022	0	0	0	0	0	0
	2023	0	0	<u>20</u>	0	0	<u>20</u>
	2024	<u>20</u>	0	<u>21</u>	0	0	<u>41</u>
<b>NC</b>	<u>2022</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
	<u>2023</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>
	<u>2024</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>
<b>SC</b>	<u>2022</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
	<u>2023</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>
	<u>2024</u>	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>2</u>
<b>Totals</b>	2022	0	0	0	0	0	0
	2023	0	0	2	0	0	2
	2024	2	0	2	0	0	4

**Table No. 5 Projected Openings As Of December 31, 2024**  
*(Please review this table in conjunction with the notes that follow.)*

State	Franchise Agreements Signed But Outlet Not Opened	Projected New Franchised Outlets In The Next Fiscal Year	Projected New Company-Owned Outlets In the Current Fiscal Year

### State Effective Dates

The following states have franchise laws that require that the Franchise Disclosure Document be registered or filed with the state, or be exempt from registration:

California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington, and Wisconsin.

This document is effective and may be used in the following states, where the document is filed, registered or exempt from registration, as of the Effective Date stated below:

<b>State</b>	<b>Effective Date</b>
California	January 3, 2025, <a href="#">as amended October 13, 2025</a>
Hawaii	<del>June 13, 2025</del> Pending
Illinois	June 6, 2025, <a href="#">as amended October 13, 2025</a>
Indiana	<del>June 6, 2025</del> Pending
Maryland	<del>August 13, 2025</del> Pending
Michigan	June 10, 2025, <a href="#">as amended October 13, 2025</a>
Minnesota	<del>June 26, 2025</del> Pending
New York	Pending
North Dakota	<del>June 6, 2025</del> Pending
Rhode Island	<del>June 11, 2025</del> Pending
South Dakota	June 6, 2025, <a href="#">as amended October 13, 2025</a>
Virginia	<del>June 26, 2025</del> Pending
Washington	<del>August 27, 2025</del> Pending
Wisconsin	<del>June 6, 2025</del> Pending

Other states may require registration, filing, or exemption of a franchise under other laws, such as those that regulate the offer and sale of business opportunities or seller-assisted marketing plans.

### **RECEIPT**

#### **Enviro-Master Copy**

This disclosure document summarizes certain provisions of the franchise agreement and other information in plain language. Read this disclosure document and all agreements carefully.

If Enviro-Master International Franchise, LLC offers you a franchise, it must provide this disclosure document to you 14 calendar-days before you sign a binding agreement with, or make a payment to, the franchisor or an affiliate in connection with the proposed franchise sale. However, some state franchise laws require Enviro-Master to provide this disclosure document to you at the first personal meeting held to discuss the franchise sale or at least 10 business days before you sign a binding agreement with, or make a payment to, the franchisor or an affiliate in connection with the proposed franchise sale.

New York law requires a franchisor to provide the Franchise Disclosure Document at the earlier of the first personal meeting or ten (10) business days before the execution of the franchise or other agreement or the payment of any consideration that relates to the franchise relationship.

[#260761V3 Enviro-Master International Franchise, LLC FDD June 6, 2025, as amended on October 13, 2025](#)

If Enviro-Master International Franchise, LLC does not deliver this disclosure document on time or if it contains a false or misleading statement, or a material omission, a violation of federal law and state law may have occurred and should be reported to the Federal Trade Commission, Washington, D.C. 20580 and the state agency located in **Exhibit A**.

The name, principal business address, and telephone number of each franchise seller is as follows:

Name: ~~\_\_\_\_\_~~ ~~Tod Bierling~~ Address: ~~\_\_\_\_\_~~ ~~Telephone Number~~  
Frank Costello 5200 77 Center Drive, Ste. 500  
Charlotte, NC 28217 ~~Telephone: (704) 302-1016~~  
Tod Bierling  
Carson Suppe  
Sean Hart

Issuance Date: June 6, 2025

~~Name: \_\_\_\_\_~~ ~~Carson Suppe~~

~~Address: 5200 77 Center Drive, Ste. 500, as amended on October 13, 2025~~  
~~Charlotte, NC 28217 Telephone: (704) 302-1016~~

I have received a disclosure document dated June 6, 2025, as amended on October 13, 2025, that included the following Exhibits:

Agent for Service of Process	Exhibit	Confidentiality Agreement	Exhibit G
A Franchise Agreement	Exhibit B	Current Franchisees	Exhibit H
Form of Multi-Unit Territory		Former Franchisees	Exhibit I
Addendum to Franchise Agreement	Exhibit C	Financial Statements	Exhibit J
Market Reservation and Deposit Agreement	Exhibit D	State Specific Addenda	Exhibit K Franchisee D
Note	Exhibit E	Questionnaire	Exhibit L
Operations Manual	Exhibit F		
Table of Contents			

\_\_\_\_\_  
Date Franchisee

\_\_\_\_\_  
Date Franchisee

**TO BE RETURNED TO:**

~~Tod Bierling~~ Frank Costello Enviro-Master  
5200 77 Center Drive, Suite 500 Charlotte, NC 28217

**RECEIPT Applicant Copy**

This disclosure document summarizes certain provisions of the franchise agreement and other information in plain language. Read this Disclosure Document and all agreements carefully.

If Enviro-Master International Franchise, LLC offers you a franchise, it must provide this disclosure document to you 14 calendar-days before you sign a binding agreement with, or make a payment to, the franchisor or an affiliate in connection with the proposed franchise sale. However, some state franchise [#260761V3 Enviro-Master International Franchise, LLC FDD June 6, 2025, as amended on October 13, 2025](#)

laws require Enviro-Master to provide this disclosure document to you at the first personal meeting held to discuss the franchise sale or at least 10 business days before you sign a binding agreement with, or make a payment to, the franchisor or an affiliate in connection with the proposed franchise sale.

New York law requires a franchisor to provide the Franchise Disclosure Document at the earlier of the first personal meeting or ten (10) business days before the execution of the franchise or other agreement or the payment of any consideration that relates to the franchise relationship.

If Enviro-Master International Franchise, LLC does not deliver this disclosure document on time or if it contains a false or misleading statement, or a material omission, a violation of federal law and state law may have occurred and should be reported to the Federal Trade Commission, Washington, D.C. 20580 and the state agency located in **Exhibit A**.

The name, principal business address, and telephone number of each franchise seller is as follows:

Name: ~~Tod Bierling~~ Address: ~~Telephone Number~~  
Frank Costello 5200 77 Center Drive, Ste. 500  
Charlotte, NC 28217 ~~Telephone: (704) 302-1016~~  
Tod Bierling  
Carson Suppe  
Sean Hart

Issuance Date: June 6, 2025

~~Name: Carson Suppe Address: 5200 77 Center Drive, Ste. 500 Charlotte, NC 28217 Telephone: (704) 302-1016, as amended on October 13, 2025~~

I have received a disclosure document dated June 6, 2025, as amended on October 13, 2025, that included the following Exhibits and Other Attachments:

- |  |           |                           |                        |
|--|-----------|---------------------------|------------------------|
| Agent for Service of Process             | Exhibit A | Confidentiality Agreement | Exhibit G              |
| Form of Multi-Unit Territory             | Exhibit B | Current Franchisees       | Exhibit H              |
| Addendum to Franchise Agreement          | Exhibit C | Former Franchisees        | Exhibit I              |
| Market Reservation and Deposit Agreement | Exhibit D | Financial Statements      | Exhibit J              |
| Note                                     | Exhibit E | State Specific Addenda    | Exhibit K Franchisee D |
| Operations Manual                        | Exhibit F | Questionnaire             | Exhibit L              |
| Table of Contents                        |           |                           |                        |

\_\_\_\_\_  
Date Franchisee

\_\_\_\_\_  
Date

Franchis  
ee

R  
E  
T  
A  
I  
N