
From: Richard Kahn <[REDACTED]>
Sent: Tuesday, August 1, 2017 3:11 PM
To: jeffrey E.
Subject: Fwd: Repair report

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel [REDACTED]
fax 212-320-0381
cell [REDACTED]

Begin forwarded message:

From: Daphne Wallace <dlbwallace@gmail.com>

Subject: Re: Repair report

Date: August 1, 2017 at 10:01:30 AM EDT

To: Bill Hague <boscoe53@hotmail.com>, Rich Kahn <richardkahn12@gmail.com>

Greetings oscoe,

I have copied Rich on your evaluation of the repair reports. As always, thank you. Kind regards, Daphne

On Tue, Aug 1, 2017 at 8:59 AM, Bill Hague <boscoe53@hotmail.com> wrote:

All I see here is that the model unit in these invoices, has had a major failure shortly before or just after the first 1000 hours. Without any further information, one can assume the following:

1. The failure was caused by operator error my misuse or pushing it beyond its limits.
2. The unit suffered from inappropriate maintenance or poor or no maintenance to cause a major failure.
3. The machine wasn't set up correctly at the factory
4. This may not be the first time it failed and it wasn't repaired correctly the first time.

Why does it need a filter kit at over a thousand hours?? Did it have to be destroyed to remove it indicating poor maintenance. ???

My biggest concern is the ominous warning by the service tech.

"All good at this time"

AT THIS TIME.....

Warning...

AND

I do NOT RECOMMEND this model unit for the island. Tell me and I'll explain it verbally.

My last note alluded to the unnecessarily complex nature of this unit.

If you can't fix the one you have now.....??????

What are you gonna do with this one when it stops???

=