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**From:** Richard Kahn <richardkahn12@gmail.com>  
**Sent:** Monday, February 26, 2018 2:32 PM  
**To:** Russell Hernandez  
**Subject:** Re:

Russell,

I am not concerned with the credit as we will need to use them to refurbish anyway and we can deal with that later.. I am simply asking why we have nothing done at all on one generator... and no info back We are on the same team and I thought you were advised that if something is not going to come again as you promised, it should be you that reaches out and says still not here... Jeffrey called me and asked if i had seen anything. Both of us were surprised that not only had nothing arrived but no word of explanation from you was forthcoming..

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On Feb 26, 2018, at 9:18 AM, Russell Hernandez <rhernandez@atlanticstate.com> wrote:

It was an electrical panel board that was fried I will get the exact panel description when I talk to them again today

Russell Hernandez

On Feb 26, 2018, at 9:02 AM, Richard Kahn <richardkahn12@gmail.com> wrote:

which specific part was not available for starting 2nd generator?  
we also paid for 3 people x 3 days = 9 man days yet we received 4..

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On Feb 26, 2018, at 8:50 AM, Russell Hernandez <rhernandez@atlanticstate.com> wrote:

Richard

I contacted them on getting our 3 rd day back last week  
We have been speaking to them since they left LSJ requesting a new proposal  
The regional director is a friend and I spoke to him 2xs over the weekend  
The part was not available in PR or Florida not sure where you are getting the 3 hour delivery

from =

Obviously we are chasing these answers on a daily basis  
We have also been pushing this am to get these answers

Russell Hernandez

On Feb 26, 2018, at 8:36 AM, Richard Kahn <richardkahn12@gmail.com> wrote:

Russell,

More than 5 weeks have gone by since you and mark said no worry the local president  
of Caterpillar was a friend.

First they couldn't find time, then they said 3 men, three days and pay up front which  
you admitted was premium billing.  
Yet we followed your lead and were then told no good reason why the second generator  
couldn't be made to start.

They could have had parts shipped from PR in 3 hrs...  
Then we are told end of week for numbers and on Saturday still nothing.....  
I'm sure you are aware that this is not helpful and without a doubt not how we do  
business.

Jeffrey should not even have to chase answers...

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