
From: jeffrey E. <jeevacation@gmail.com>
Sent: Saturday, May 20, 2017 12:15 AM
To: Richard Kahn
Subject: Re: TSG Quote-Wheatley Install & Plant Evaluation

just have them do it. we screwed up

<=iv class="gmail_extra">

On Fri, May 19, 2017 at 7:58 PM, Richard Kahn <[REDACTED]>
=rote:

I spoke with TSG and Brice separately and together multiple times today. Brice and or Patrick solely supplied our vendor Integrity Pump with a serial number and did not mention anything about right or left hand side. Brice is very eager to downplay this and to cover his tracks for the screwup..this whole situation occurred as TSG always tries to gauge us on pricing and Brice took matters into his own hands in an attempt to not be ripped off. I too felt comfortable with Patrick guiding us but that was clearly a mistake.</=iv>

Going forward I think we need to make a decision of doing things on our own or considering having TSG run plant and layoff smiley (or relocate) and keep Brice and Danny away..

TSG says that they will need 2 additional days to do this (original cost 5,000 plus 2 days extra 6,000 = 11,000) and can perform the task Wednesday. C2 The 11,000 amount is crazy and can use integrity quote in next email and try to negotiate

Other option is to have Integrity Pump do this (will send their detailed email next). They have not yet quoted a formal price but said it would be 800 if done in their shop. My guess is this option is approximately 2-3k including travel cost. Brice is saying that using integrity will keep our warranty intact=(i need to verify this in addition to their timing)

Please advise
Thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue, 4th Floor
New York, NY 10022
[REDACTED]

Subject: RE: TSG Quote-Wheatley Install & Plant Evaluation

Date: May 18, 2017 at 9:20:06 AM EDT

To: Richard Kahn <[REDACTED]>=br>

Cc: ZM [REDACTED], Bill Leeper [REDACTED]
[REDACTED]

=div class="m_1359364925675393146WordSection1" style="font-family:Helvetica;font-size:24px;font-style:normal;font-variant-caps:normal;font-weight:normal;letter-spacing:normal;text-align:start;text-indent:0px;text-transform:none;white-space:normal;word-spacing:0px">

Good Morning Richard,=/u>

=/u>

Yesterday Bob Petersen was able to make a site visit and do a pre-installation evaluation of the plant and pumps. It was discovered, as seen in the photos, that the installed Wheatley pump is a left hand drive pump and the new pump purchased is a right hand drive. The incorrect drive pump was either incorrectly ordered or mistakenly shipped by the supplier. This is a substantial fact since the new pump cannot simply be installed without significant modifications. The new pump can be modified, however, this requires a complete disassembly of the internal components and may require additional parts. =A0

<=>

There are several options=

=/u>

1. =C2 =A0 TSG can perform the pump modification at a significant increased cost. This will void all manufacturer's warranty and TSG will not be liable for any unforeseen issues or future pump performance. We may not be able to perform this in the time frame desired and we may not have the required parts on hand.
2. =C2 =A0 Engage the pump manufacturer to make the modifications and install the pump, preserving the pump warranty.
3. Return the pump to the supplier for the correct drive pump.

We would like to further discuss this matter with you at the earliest and explain your options and TSG's recommendations.

=A0

We can utilize the same conference number we used on Thursday.

[REDACTED] you'll need to use the participant pin code of 846 followed by # to join the conference as a participant.

Please let me know when is the best time for you and we will be available.

Best Regards,

Mark T. Banzin

=span style="font-size:11pt;font-family:Arial,sans-serif;color:rgb(31,73,25)">Deputy Director Operations
TSG Water Resources, Inc.
2401-B NE 18th Terrace
Gainesville, FL 32609

www.tsgwater.com

=/u>

=A0

From: =A0Mark Banzin

Sent: Tuesday, May 16, 2017 6:05 PM

To: =span class="m_1359364925675393146Apple-converted-space"> Richard Kahr [REDACTED]

[REDACTED] >=gt;

Cc: ZM [REDACTED]; Bill Leeper [REDACTED]

Subject: Re: TSG Quote-Wheatley Install & Plant Evaluation=u> [REDACTED]

=u>

Good Afternoon Richard,

As we discussed on our phone conversation on Thursday, we explained that we did not have the local staff available to perform the pump change out next week. We offered to do the work at the beginning of June. Since it was a priority to have the pump installed as soon as possible, next week, we agreed that we would enlist the help of Patrick Adams who works and resides in Anguilla. As you are aware, to bring Patrick from Anguilla not only presents burdens to his local operation but also has financial implications. This is why travel and associated costs are included in the price.

In the event that the installation takes longer than one day, we will waive any other fees. You will not be charged anything additional.

We appreciate your payment history and I personally know that you have paid every single invoice in a most timely manner. I do not believe Bob was being non-trusting but only trying to obtain funds to cover TSG's out of pocket expenses for Patrick's travel. As you know TSG's retail policy requires payment before any parts are ordered or work is performed.

There are a lot of moving parts for us to make this happen in the time frame desired, and we are doing our best to accommodate your needs on such a short notice.

I=AO

I have included Bill Leeper to this email as he will be the General Manager of our USVI operation when Bob retires next month. Bill and I look forward to developing a trusting relationship with you and working with the local staff. Please do not hesitate to call Bill or myself if you have any other questions or concerns or would like to discuss further.

Best Regards,

Mark T. Banzin
Deputy Director of Operations
TSG Technologies Inc.
2401 NE 18th Terrace, Ste. B
Gainesville, FL 32609

<<https://red001.mail.microsoftonline.com/owa/redir.aspx?C=750a159720f44f9ca573e25f9c9c3aab&URL=mailto%3a>

>
www.tsgwater.com

<<https://red001.mail.microsoftonline.com/owa/redir.aspx?C=750a159720f44f9ca573e25f9c9c3aab&URL=http%3a%2f%2fwww.tsgwater.com>>

I=AO

From: Richard Kahn
Sent: Tuesday, May 16, 2017 4:52 PM
To: Mark Banzin
Cc: ZM

Subject: Fwd: TSG Quote-Wheatley Install & Plant Evaluation

this is a typical Bob email with his forceful and nontrusting manner we are trying to move away from..
we have paid 100% of every single invoice ever sent to us
additionally i believe your attached proposal should be not have extra charges if it takes more than 1 day as we are paying you for a job to be done
also why are we paying travel time if TSG is supposed to be local in STT
lets discuss
thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022

Begin forwarded message:

From: Bob Petersen
<mailto: >
Subject: RE: TSG Quote-Wheatley Install & Plant Evaluation
Date: May 16, 2011 at 1:58:23 PM EDT
To: Richard Kahn, Daphne Wallace

Richard and Daphne,

Unfortunately, we will need a check before we can proceed and schedule Patrick Adams for next week.

Is it possible to get a check today? For at least the \$5,000.00?
Please advise,

General Manager
SG Water Resources, USVI Inc.
6501 Red Hook Plaza,
Suite 201

S=. Thomas, US Virgin Islands 00802

target="_blank" style="color:purple;text-decoration:underline"
<=pan>www.tsgwater.com <http://www.tsgwater.com/>

<=mg id="m_1359364925675393146_x0000_i1026" alt="cid:image001.png@01D181=D.1DE91120" src="cid:image003.jpg@01D2CFB3.6E294620" border="0">

◆=A0

From: Mark Banzin

Sent: Tuesday, May 16, 2017 12=52 PM

To: Richard Kahn

Cc: ZM ; ann rodriguez

; Danny Vicars
; Daphne Wallace
>; Bill Leepe=
>; Patrick=Adams >; Bob
etersen >; Kim Doll
;kip Cooper >; Jonnie
Melton Gillyard >; Rich Murrill
>; John Leet

Subject: RE: TSG Quote-Wheatley Install & Plant Evaluation

We will plan on the 24th. Please find the attached invoice.

=span style="font-size:11pt;font-family:Calibri,sans-serif;color:rgb(31,73,125)">

Kind Regards,

Mark T. Banzin<=span>

Deputy Director Operations<=pan>

TSG Water Resources, Inc.

<=pan style="font-size:11pt;font-family:Arial,sans-serif;color:rgb(31,73,125)">2401-B NE 18th Terrace
Gainesville, FL 32609

=span style="font-size:11pt;font-family:Calibri,sans-serif">www.tsgwater.com
<http://www.tsgwater.com/>

From: Richard Kahn

Sent: Tuesday, May 16, 2017 12:26 PM

To: Mark Banzin

Cc: ZM ; ann rodriguez >; Danny Vicars
Daphne Wallace >; Brice & a=p;
>; Bill Leeper >
>; Patrick Adams >; Bob
Petersen >; Kim Doll
>; Skip Cooper >; Jonnie
Melton Gillyard > Re: TSG Quote-Wheatley Install & Plant Evaluation

=div style="margin:0in 0in 0.0001pt;font-size:12pt;font-family:'Times=New Roman',serif">yes please
plan for may 24th but lets circle b=ck after bob's visit on may 17th

thank you

<=iv style="margin:0in 0in 0.0001pt;font-size:12pt;font-family:'Times =ew Roman',serif">

Richard Kahn

HBRK Associates In=.

575 Lexington Avenue 4th Floor

New York, NY 10022



=/div>

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=div style="margin:0in 0in 0.0001pt;font-size:12pt;font-family:'Times=New Roman',serif">On
May 16, 2017, at 7:43 AM, Mark Banzin <<= href=" style="color:purple;text-
decoratio=:underline" target="_blank" wrote:

</=pan>

Good Day,<=>

We have not hear= back from you regarding the attached quote for proposed services. I= order
for us to honor the schedule discussed, we would need a response by=the close of business today as schedules and
travel arrangements need to b= made and a team is scheduled to do a preliminary site visit on Wednesday.=C2

Kind Regards,

Mark T. Banzin<=div>

Deputy Director Operations

TSG Water Resources, =nc.

24=1-B NE 18th Terrace

Gainesville, FL 32609

=div style="margin:0in 0in 0.0001pt;font-size:12pt;font-family:'Times=New
Roman',serif">



www.tsgwater.com <http://www.tsgwater.com/>

<=image002.png>

<=iv style="border-style:solid none none;border-top-width:1pt;border-top-
c=lor:rgb(225,225,225);padding:3pt 0in 0in">

From: Mark Banzin

Sent= Thursday, May 11, 2017 3:48 PM

To: ZM >

Cc: ; Rich Kahn

; Bill Leeper <

; Patrick Adams

Bob Petersen (

Skip Cooper

>; Jonnie Melton Gillyard

Rich Murrill

>; John Leet

Subject: TSG Quote-Wheatley In=fall & Plant Evaluation

<=div>

Good Afternoon,

<=div>

Thank you for taking the time this afternoon to talk to with us. As discussed you will find the attached quote for the installation and testing of your new Wheatley HP Pump.

With the anticipation of the arrival of the pump next week we will be able to perform the change out on Wednesday May 24, 2017. This will give ample time for customs clearing and delivery to the island. In the quote, we have allotted one full day for two technicians to install and test the pump. It will be required for LSJ to provide one additional technician/operator who is familiar with the plant to assist. LSJ will also be required to supply an engine hoist, lifting straps or chains, and a forklift or bobcat to be used for the handling of the equipment. Should problems or unforeseen issues arise requiring more than one full day, you will be charged \$1,500 per day.

<=p style="font-size:11pt;font-family:Calibri,sans-serif;color:rgb(31,73,125)">Patrick Adams, our GM of Anguilla and senior pump technician, will be traveling from Anguilla to execute and supervise the pump change out. He will be assisted by a senior USVI operator/pump technician. Bo Petersen, GM USVI, will make a pre-installation evaluation and site visit prior to May 24 to identify any potential anomalies that may arise. He will be contacting local LSJ management to make arrangements for this visit.

=C2

We look forward to providing this service to you and developing a partnership to better meet your needs.

Best Regards,

Mark T. Banzin
Deputy Director Operations
TS Water Resources, Inc.
2401-B NE 18th Terrace
Gainesville, FL 32609

<image006.png>

<Quote 50.2017.003 LSJ.pdf>

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please note

The information contained in this communication is

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by

return e-mail or by e-mail to <mailto:jeevacation@gmail.com> , and destroy this communication and all copies thereof, including all attachments. copyright -all rights reserved
= /div>