
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 an= Brice separately and together multiple times today. Brice and or Pa=rick solely supplied our vendor Integrity Pump with a serial number and di= not mention anything about right or left hand side. Brice is very e=ger to downplay this and to cover his tracks for the screwup..this whole s=tuation 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 smi=ey (or relocate) and keep Brice and Danny away..

=SG 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 Inte=rity Pump do this (will send their detailed email next). They have n=t 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
N=w 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:Helv=ica;font-size:24px;font-style:normal;font-variant-caps:normal;font-weight:ormal;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 ble 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 instal=ed 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 si=ce the new pump cannot simply be installed without significant modificatio=s. The new pump can be modified, however, this requires a complete d=sassembly of the internal components and may require additional parts.♦=A0

<=>

There are several options=

=u>

1. =C2♦ TSG can perform the pump =odification at a significant increased cost. This will void all manu=acturer's warranty and TSG will not be liable for any unforeseen i=sues or future pump performance. We may not be able to perform this =n the time frame desired and we may not have the required parts on hand.

2. =C2♦ Engage the pump man=facturer to make the modifications and install the pump, preserving the pu=warranty.

3. Ret=rn the pump to the supplier for the correct drive pump.

We would like to further discuss this matter wi=h you at the earliest and explain your options and TSG's recommend=tions.

♦=A0

We can utilize the sa=e conference number we used on Thursday.

[REDACTED], you'll need to use the participa=t 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

[REDACTED]

www.tsgwater.com

=u>

♦=A0

From:♦=A0Mark Banzin

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

To:<=pan class="m_1359364925675393146Apple-converted-space"> Rich=rd Kahn [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 t=e 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 pri=rtiy to have the pump installed as soon as possible, next week, we ag=eed that we would enlist the help of Patrick Adams who works and resides i= Anguilla. As you are aware, to bring Patrick from Anguilla not onl= presents burdens to his local operation but also has financial implicatio=s. This is why travel and associated costs are included in the pric=.

In the event that the i=stallation takes longer than one day, we will waive any other fees. =ou will not be charged anything additional.

We appreciate your payment history and I personal=y know that you have paid every single invoice in a most timely manner.♦=A0 I do not believe Bob was being non-trusting but only trying to obtain=C2♦funds to cover TSG's out of pocket expenses for Patrick's tra=el. As you know TSG's retail policy requires payment before any =arts are ordered or work is performed.

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

♦=A0

I have included Bill Leeper to this email as he will be t=e 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
De=uty Director of Operations
TSG Technologies= Inc.
2401 NE 18th Terrace, Ste. B</>
Gainesville, FL 32609=span>



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

♦=A0

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

Subject:<=pan class="m_1359364925675393146Apple-converted-space"> 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..<=div> 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 fo= a job to be done

also why are we paying t=avel time if TSG is supposed to be local in STT

=/div>

lets discuss

thank you<=span>

Richard KahnHBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, =Y 10022

=div>

=u>

Begin forwarded message:

<=pan style="font-family:Calibri,sans-serif">From: Bob Petersen <mailto:[REDACTED]>
<div style="margin:0in 0in 0.0001pt;font-size:12pt;font-family:'Times-New Roman',serif">Subject: RE:
TSG Quote-Wheatley Install & Plant Evaluation
Date: May 16, 201= at 1:58:23 PM EDT
To: Richard Kahn [REDACTED], Daphne Wallace
<div>

Richard and Daphne,

Unfortunately, we will need a check before we ca= proceed and schedule Patrick Adams for next week.<=u>

Is it possible to get a ch=ck today? For at least the \$5,000.00??</=iv>
=/div>

Please advise,<=u>

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

S=. Thomas, US Virgin Islands 00802

target=_blank"

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

<mg id="m_1359364925675393146_x0000_j1026" alt="cid:image001.png@01D181=D.1DE91120" style="color:purple;text-decoration:underline" 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 <[REDACTED]>; ann rodriquez <[REDACTED]>

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

Subject: RE: TSG Quote-Wheatley Install & =lant Evaluation

We will plan on the 24th. Please find the attac=ed invoice.

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

Kind Regards,

Mark T. Banzin

Deputy Director Operations<pan>

TSG Water Reso=rces, 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.=om
<http://www.tsgwater.c=m/>

From: Richard Kahn

Sen=: Tuesday, May 16, 2017 12:26 PM

To: Mark Banzin

Cc: ZM <[REDACTED]>; ann rodriquez <[REDACTED]>; Danny Vicars

<[REDACTED]>; Daphne Wallace= <[REDACTED]>; Brice &a=p;
<[REDACTED]>; Bill Leeper <[REDACTED]>;>;
<[REDACTED]>; Patrick Adams <[REDACTED]>;>; Bob
Petersen <[REDACTED]>; Kim Doll <[REDACTED]>;
<[REDACTED]>; Skip Cooper <[REDACTED]>;>; Jonnie
Melton Gillyard <[REDACTED]>;> Re: TSG Quote-Whe=tley 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 New Roman',serif">

Richard Kahn

HBRK Associates In=.

575 Lexington Avenue 4th Floor

New York, NY 10022

[REDACTED]

=/div>

<=>

=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=[REDACTED]" style="color:purple;text-decoration:underline" target="_blank" [REDACTED] 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">

[REDACTED]

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

<=image002.png>

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

From: Mark Banzin

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

To: ZM [REDACTED]>

Cc: [REDACTED]; Rich Kahn

>; Bill Leeper <[REDACTED]

[REDACTED]; Patrick Adams [REDACTED]

Bob Petersen ([REDACTED]

Skip Cooper

>; Jonnie Melton Gillyard

Rich Murrill

>; John Leet

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

<=div>

Good Afternoon,

<=div>

Thank you for taking the time this afte=noon to talk to with us. As discussed you will find the attached quo=e for the installation and testing of your new Wheatley HP Pump. =u>

With the antici=ation 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 c=stoms clearing and delivery to the island. In the quote, we have all=tted one full day for two technicians to install and test the pump. It wil= be required for LSJ to provide one additional technician/operator who is =amiliar with the plant to assist. LSJ will also be required to suppl= an engine hoist, lifting straps or chains, and a forklift or bobcat to be=used for the handling of the equipment. Should problems or unforesee= issues arise requiring more than one full day, you will be charged \$1,500=per day.

<=pan 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 b= traveling from Anguilla to execute and supervise the pump change out. ♦=A0 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. =e will be contacting local LSJ management to make arrangements for this vi=it.

=C2♦

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

Best Regards,

Mark T. Banzin=/u>
Deputy Director Operat=ons
TS= Water Resources, Inc.
2401-B NE 18th Terrace=/div>
Gainesville, FL 32609

<image006.png>
<Quote 50.2017.003 LSJ.pdf>=

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please note

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JEE

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by

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=/div>