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**From:** [REDACTED]  
**Sent:** Thur 2/7/2013 9:41:27 PM  
**Subject:** Steam Paris

Valdson called me with Mrs Experton regarding the steam. They had both met with the technician. She spoke to me to explain what the technician had said as her english is better. she is also going to put it in writing...but in the meantime this is what she said. I have also forwarded to Rich Kahn

In the steam room in your bedroom the machine is right there/very close distance to machine. In the massage room steam the machine is across the corridor, apparently 7-10 meters away. So because of the distance the steam loses pressure by the time it gets to the steam room.

New machines are now made with some softening equipment that reduces the limescale in the water. These machines do not have that so the build up of the limescale can interfere with the steam in the pipes. They have put some liquid in the pipes that will hopefully help to remove it a little. The technician also said the machines should have maintenance done once a year and ours haven't.

The technician also said that these machines usually only last 8 years, 10 if they are well maintained. Ours was installed in 2003.

When they turned the steam on Mrs E noticed that there are **2 pipes** coming into the steam. Only one has steam coming out of it. The other one the technician said is not being used and is actually for perfume (?) They are going to check whether it may be possible, and get a quote, to have steam coming out of that one as well so that the steam would come through 2 pipes instead of 1.