

From: "jeffrey E." <jeevacation@gmail.com>

To: Richard Kahn <[REDACTED]>

Subject: Re: RO plant parts LSJ

Date: Tue, 16 Aug 2016 02:22:47 +0000

Inline-Images: image002.jpg

tsg

On Mon, Aug 15, 2016 at 8:15 PM, Richard Kahn <[REDACTED]> wrote:

I finally connected with skip from tsg and Dave from reefco today to understand why it is so difficult to obtain this part. See skip explanation below which seemed legitimate when we spoke yet I still believe bob Peterson from tsg was playing games with us as he did not get GSJ ro order.

Both Dave and skip are using a 2-3 week time frame to receive the part. Dave who has never worked on lsj RO plant has quoted 2800 for the part and skip 3,564. Dave said he is comfortable to replace if we wanted to source from him. Note this part was originally quoted and paid for over 1 week ago for 1,723 which they will refund if we want. Please advise tsg or reefco and I will order tomorrow am. Thank you.

Rich

Sent from my iPhone

Begin forwarded message:

From: Skip Cooper <[REDACTED]>

Date: August 12, 2016 at 7:34:51 AM EDT

To: "[REDACTED]" <[REDACTED]>

Cc: Mark Banzin <[REDACTED]>, Bill Leeper <[REDACTED]>, Jon Sprague <JSprague@tsgwater.com>

Subject: RO plant parts LSJ

Mr. Kahn,

I apologize in advance for the process you have had to undergo related to acquiring the parts necessary for repairs to your RO plant. Your invoice contained two parts, one being a Siemens power supply and the other a Danfoss VFD drive. We have the Siemens power supply in hand. The Danfoss drive part is made to order in Denmark and there is no expedite option when ordering this part.

At the time we received your money to order, we placed our order for the two line items through our vendors. Danfoss came back a couple days later not accepting any order. Until we get the issue settled, I do not want to hold your order up any further on an unrelated

issue with one of our vendors. While this directly affects you, I want to be up front with you and get you what you need.

We receive substantial discounts through all of our vendors we do business with, in which we pass on to our customers, as we are an OEM manufacturer.

We have located your Danfoss part through another source and can be ordered. The source, however, does not receive the discounts associated with being an OEM manufacturer.

We have two options that can be executed.

1. We will return your money for this order in full.
2. We can place the order for the Danfoss drive through another source. The price for the part is \$3564.00. This is our cost and we will pass that on to you without markup. Once ordered there is a 2- 3 week lead on it. You have already paid partial on this line item, we would need the balance.

I can have Kelli send you a revised quote and statement of account with the difference in price for the Danfoss part if you decide to move forward.

Again, my apologies.

Let me know how you would like to proceed.

Thank You,

Skip Cooper

Materials Manager

TSG Water Resources, Inc.

2401-B NE 18th Terrace

Gainesville FL 32609

Office: [REDACTED]

Cell: [REDACTED]

[REDACTED]

[REDACTED]



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please note

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