

To: bellaklein[REDACTED]
Cc: Karyna Shuliak[REDACTED]; james ce | personal genius[REDACTED]
From: Richard Kahn
Sent: Mon 7/27/2015 2:19:20 PM
Subject: Re: Need help with printer

I ordered attached and shipped to 301 Karyna attention apt 8h
James please let us know when you can install. Thank you.

ORDER PLACED

July 27, 2015

TOTAL

\$62.65

SHIP TO

Karyna Shuliak

ORDER # 116-35347

View o

Arriving today by 9pm

Not yet shipped

Track package

Brother Printer TN336BK Toner

Sold by: Amazon.com LLC

\$57.54

Buy it Again

Cancel items [View or edit order](#) [Archive order](#)

ORDER PLACED

July 27, 2015

TOTAL

\$379.11

SHIP TO

Karyna Shuliak

ORDER # 116-05214

View o

Arriving tomorrow by 8pm

Not yet shipped

Track package



Brother HLL8350CDW Wireless Color Laser Printer
Sold by: Amazon.com LLC
\$348.21
Buy it Again
Cancel items View or edit order Archive order

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

On Jul 27, 2015, at 9:59 AM, bellaklein [REDACTED] wrote:

Karyna,
I made an appointment with Time Warner for tomorrow 10AM to 11AM.
Technician will replace and program the remote control for the TV and and
exchange modem.
Please insure someone is present in the apartment.

Thank you,
Bella

On Jul 26, 2015, at 6:12 PM, james | personal genius
[REDACTED] wrote:

Hi Bella,

Jeffrey has some very important guests in 11J and there's a problem with the TV
remotes. The remotes for the TV & Bluray player are missing (there
were two old remotes for devices not there anymore) and the
TimeWarner remote doesn't work very well -- you have to aim it just
right and push the buttons multiple times. Sometimes it turns the TV

off or on, sometimes it doesn't. It looks very old and the battery door is held on by packing tape.

Also, it still has the blue Ubee internet modem, not the new ones we've got in the other apartments.

Can you see if we can get these replaced as soon as possible? Is it possible to have a TWC tech come & do it or for us? I don't know if the cable remote needs to be programmed...

It'd be preferable if we could avoid them being left without internet & TV while someone took the equipment to the TWC store.



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jul 26, 2015, at 12:44 PM, Karyna Shuliak <[redacted]> wrote:

Hi James,
Would you please look at their TV in 11J as well, they are having some issue. It is possible it has to do with the time warner contract (then we will have to speak with Bella) but I am not sure what it is.
Thank you,
Karyna.

On Jul 25, 2015, at 7:45 PM, james ce | personal genius <[redacted]> wrote:

It's unlikely we'll have to replace the printer. If you think it's better that you're there just in case, that's great too. It's always lovely to see you.

It's up to you — I could just call you if I need you.

Is your cell still [REDACTED]



James Ce
your Personal Genius

Certified Support Professional 10.6
+ [REDACTED]
<http://personalgenius.us>

On Jul 25, 2015, at 7:21 PM,
Karyna Shuliak

[REDACTED]
wrote:

Thank you!
It is apartment 11J. Please ask for Nilli.
They are important guests for Me. Epstein. In case there printer
is broken, we will need to get a
new one. Do you need me to be
there in case we need a new
printer?

Thank you,
Karyna.

On Jul 25, 2015, at 7:17 PM, james | personal genius

[REDACTED]
wrote:

4PM is good.
Which apt & who
am I asking for?

Thanks!



James Ce
your Personal Genius

Certified Support
Professional 10.6
[REDACTED]

<http://personalgenius.us>

On Jul 25, 2015, at 7:07 PM, Karyna Shuliak <[REDACTED]> wrote:

James,
they
asked
if you
could
please
come
at
4pm?

On Jul 25, 2015, at 7:00 PM, Karyna Shuliak



wrote:

Thank you so much James!
I just sent them a message, will let you know
as soon as they respond!

On Jul 25, 2015, at 6:53 PM, james | personal
genius <[REDACTED]> wrote:

Hi Karyna,

I have plans in the morning, but I could
be there anytime between 1 - 6 PM
tomorrow if that works?

Please let me know.

(Also, we no longer work with Sara

Rychtarik and Need Mac Help. Please don't copy her. (🔒)



James Ce
your Personal Genius

Certified Support
Professional 10.6

<http://personalgenius.us>

On Jul 25, 2015, at 6:30 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi James,
Mr. Epstein has guests in one of the apartments at 301 E 66th Street. They need help to set the printer. Will you by any chance have time tomorrow around 11am? I understand it is a short notice and tomorrow is Sunday, but wanted to check in case you are available..
Thank you!
Karyna.