

To: Nat Gennace [REDACTED]
Cc: [REDACTED]
From: Merwin
Sent: Thur 10/2/2014 5:45:03 PM
Subject: Re: Jeffrey Eptein - AMT Service

Nat,

I was with Chris the whole time and not once I saw him measure RF signal coming out of the box or the wall outlet like you say he did.

I'd like to get a refund on the

Merwin Dela Cruz
[REDACTED]

On Oct 2, 2014, at 12:52 PM, Nat Gennace <[REDACTED]> wrote:

Hello Merwin and Lesley,

I spoke with Steve from Expedited Service (Steve is the head of our service division in NY), and Steve reviewed the service order and spoke with Chris. It was apparent from the service that there was no issue with the Precor hardware. Further, Chris was able to review Mike's installation and noted that there were no mistakes made by Mike.

Chris utilized an RF meter and found that there was a low signal from the input. The Precor AMT 885 P80 console has a suggested minimum of 60 B.F.'s (it is a high-definition tuner by default), and the signal was below that. Chris attempted to run the unit redirect to Set Box, but there were no alternate Set Boxes to connect to in an effort to circumvent the low signal. I was also informed that Chris checked the wire, too.

As per Chris, he did spend time on the phone with Precor Tech Support: during this call it was established that a different configuration be utilized to attempt to get the console to receive a signal. I am guessing this is where Merwin stepped in and programmed the configuration with Precor Tech Support.

Chris did take a service log from the machine via USB, which reads all error codes. So if anything else should arise or seem like it needs attention, we can review that initial data.

I apologize as I know the process was inconvenient, but I hope that this clarifies the circumstances and reflects that the Precor product itself is not compromised.

Nat Gennace

Manager, Online Fitness Consultant

Leisure Fitness Equipment

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From: Merwin Dela cruz [REDACTED]
Sent: Thursday, October 02, 2014 12:02 PM
To: Lesley Groff; Nat Gennace
Subject: Re: Jeffrey Eptein - AMT Service

Thank you Lesley.

Nat,
No, John's people could not fix it. I had to program and register it myself with the help of Precor Tech support. It is now working as it should be.

Did we get charged for installation and programming?
Thanks

Merwin Dela Cruz
[REDACTED]

On Thursday, October 2, 2014 11:36 AM, [REDACTED] wrote:

I will let merwin answer!

Sent from my iPhone

On Oct 2, 2014, at 11:24 AM, Nat Gennace <[REDACTED]> wrote:

- > Hello [REDACTED] and Merwin,
- >
- > I was just writing to follow up and see how everything went with the service on the AMT? Was John able to rectify the issue with the console?
- >
- > Nat Gennace
- > Manager, Online Fitness Consultant
- > Leisure Fitness Equipment
- > 193 Route 17 (Between Midland and Century, next to Dunkin Donuts)
- > Paramus, NJ 07652-- [REDACTED] (Mon, Tu, Thu, Fri, Sat)
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- >
- >

- > From: Merwin [REDACTED]
- > Sent: Friday, September 26, 2014 10:51 AM
- > To: [REDACTED]
- > Cc: Nat Gennace
- > Subject: Re: Jeffrey Epstein
- >
- > I just spoke with John from expedited service . He said he is expecting the new console on Tuesday and once received they will come out and install it the same day.
- >

> I did receive a phone message from John on Tuesday but I was not able to reach him when I called back.

>

> Merwin Dela Cruz

>

>

>

>

>> On Sep 26, 2014, at 10:34 AM, [REDACTED] wrote:

>>

>> Thanks

>> I'll bet merwin received the call from JOhn. Merwin will follow up.

>>

>> Sent from my iPhone

>>

>>> On Sep 26, 2014, at 10:25 AM, Nat Gennace

< [REDACTED] > wrote:

>>>

>>> I would appreciate the feedback.

>>>

>>> Just to clarify, John Ferreira of our Expedited Service branch is handling the service. John said he reached out to you regarding the service, but if you missed the call or if the number wasn't clear, John's office line is [REDACTED] (his assistant, Claudia, may answer if John is not available).

>>>

>>> I am awaiting an update regarding the status of the part from John.

>>>

>>> Nat Gennace

>>> Manager, Online Fitness Consultant

>>> Leisure Fitness Equipment

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>>>

>>> From: [REDACTED]

>>> Sent: Friday, September 26, 2014 10:22 AM

>>> To: Nat Gennace

>>> Cc: merwin dela cruz

>>> Subject: Re: Jeffrey Epstein

>>>

>>> Thank you for your reply. I will try to find out why Jeffrey feels he cannot exercise. We will await your reply back in parts and service call.

>>>

>>> Sent from my iPhone

>>>

>>>> On Sep 26, 2014, at 10:16 AM, Nat Gennace

[REDACTED] wrote:

>>>>

>>>> Hello [REDACTED]

>>>>

>>>> I will contact John today to get an update on the status of the machine. However, I do not think that Jeffrey's statement is fair or accurate. There is simply an issue with the TV-Tuner: the machine is otherwise installed properly, and was installed by a well trained and well regarded technician. Mike has A LOT of experience with installs of this nature. Further, I know Mike spent a considerable amount of additional time trying to rectify this issue on site.

>>>>

>>>> I apologize that there was any issue, but it does not prevent the machine from being used for exercise.

>>>>

>>>> I will try to expedite the service call, but we are waiting on a replacement part to get the tuner running.

>>>>

>>>> Nat Gennace

>>>> Manager, Online Fitness Consultant

>>>> Leisure Fitness Equipment

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>>>>

>>>> From: [REDACTED]

>>>> Sent: Friday, September 26, 2014 8:24 AM

>>>> To: Nat Gennace

>>>> Cc: merwin dela cruz

>>>> Subject: Jeffrey Epstein

>>>>

>>>> Good morning Nat...Jeffrey is quite unhappy and says he is "unable to exercise because someone was sent who had never set up this type of machine before"...Can you please find out when we will have a person who has done these installs many times before to come out and finish what needs to be done? I understand parts needed to be ordered? When will they arrive? Please let Merwin and I know today...

>>>>

>>>> Thanks for your help,

>>>> [REDACTED]