

From: Richard Kahn <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Fwd:
Date: Mon, 26 Feb 2018 14:29:47 +0000

Richard Kahn
HBRK Associates Inc.
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Begin forwarded message:

From: Russell Hernandez <[REDACTED]>
Subject: Re:
Date: February 26, 2018 at 9:18:29 AM EST
To: Richard Kahn <[REDACTED]>

It was an electrical panel board that was fried I will get the exact panel description when I talk to them again today

Russell Hernandez

On Feb 26, 2018, at 9:02 AM, Richard Kahn <[REDACTED]> wrote:

which specific part was not available for starting 2nd generator?
we also paid for 3 people x 3 days = 9 man days yet we received 4..

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On Feb 26, 2018, at 8:50 AM, Russell Hernandez <[REDACTED]> wrote:

Richard

I contacted them on getting our 3 rd day back last week
We have been speaking to them since they left LSJ requesting a new proposal
The Regional director is a friend and I spoke to him 2xs over the weekend
The part was not available in PR or Florida not sure where you are getting the 3 hour delivery from ?
Obviously we are chasing these answers on a daily basis
We have also been pushing this am to get these answers

Russell Hernandez

On Feb 26, 2018, at 8:36 AM, Richard Kahn <[REDACTED]> wrote:

Russell,

More than 5 weeks have gone by since you and mark said no worry the local president of caterpillar was a friend.
First they couldn't find time, then they said 3 men, three days and pay up front which you admitted was premium billing.
Yet we followed your lead and were then told no good reason why the second generator couldn't be made to start.
They could have had parts shipped from PR in 3 hrs...
Then we are told end of week for numbers and on Saturday still nothing.....
I'm sure you are aware that this is not helpful and without a doubt not how we do business.
Jeffrey should not again have to chase answers...

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