

Case No. _____

In the Supreme Court of Nevada

JACUZZI, INC. doing business as JACUZZI
LUXURY BATH,

Petitioner,

vs.

THE EIGHTH JUDICIAL DISTRICT COURT of the
State of Nevada, in and for the County of Clark;
and THE HONORABLE CRYSTAL ELLER, District
Judge,

Respondents,

and

ROBERT ANSARA, as special administrator of
the ESTATE OF SHERRY LYNN CUNNISON,
deceased; ROBERT ANSARA, as special
administrator of the ESTATE OF MICHAEL
SMITH, deceased heir to the ESTATE OF SHERRY
LYNN CUNNISON, deceased; and DEBORAH
TAMANTINI, individually and heir to the Estate
of SHERRY LYNN CUNNISON, deceased,

Real Parties in Interest.

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**PETITIONER'S APPENDIX
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67	Plaintiffs' Reply to: (1) Defendant Jacuzzi, Inc. dba Jacuzzi Luxury Bath's Brief Responding to Plaintiffs' Request for Inflammatory, Irrelevant, Unsubstantiated, or Otherwise Inappropriate Jury Instructions; and (2) Defendant FirstStreet For Boomers & Beyond, Inc., AITHR Dealer, Inc., and Hale Benton's Objections to Plaintiffs' Demand for Certain Jury Instructions and Rulings on Motions in Limine Based on Court Striking Jacuzzi's	11/10/20	28	6906–6923

	Answer Re: Liability			
63	Plaintiffs' Response to Defendant Jacuzzi Inc. d/b/a Jacuzzi Luxury Bath's Objections to Plaintiff's [sic] Proposed "Order Striking Defendant Jacuzzi Inc., d/b/a Jacuzzi Luxury Bath's Answer as to Liability Only" Submitted October 9, 2020	10/20/20	27	6713–6750
56	Plaintiffs' Response to Defendant Jacuzzi's Notice of Waiver of Phase 2 Hearing and Request to Have Phase 2 of Evidentiary Hearing Vacated	09/21/20	27	6562–6572
25	Plaintiffs' Supplement to Motion to Expand Scope of Evidentiary Hearing	08/20/19	9	2242–2244
30	Recorder's Transcript of Evidentiary Hearing – Day 1	09/16/19	17	4011–4193
58	Recorder's Transcript of Evidentiary Hearing – Day 1	09/22/20	27	6574–6635
31	Recorder's Transcript of Evidentiary Hearing – Day 2	09/17/19	17 18	4194–4250 4251–4436
32	Recorder's Transcript of Evidentiary Hearing – Day 3	09/18/19	18 19	4437–4500 4501–4584
36	Recorder's Transcript of Evidentiary Hearing – Day 4	10/01/19	19	4596–4736
21	Recorder's Transcript of Hearing Pursuant to Defendant Jacuzzi's Request Filed 6-13-19, Defendant Jacuzzi, Inc. d/b/a Jacuzzi Luxury Bath's Request for Status Check; Plaintiffs' Motion for Reconsideration Re: Plaintiffs' Renewed Motion to Strike Defendant Jacuzzi, Inc.'s Answer and Motion for Clarification Regarding the Scope of the Forensic Computer Search	07/01/19	8	1887–1973
52	Recorder's Transcript of Pending Motions	06/29/20	27	6509–6549

61	Recorder's Transcript of Pending Motions	10/05/20	27	6639–6671
94	Recorder's Transcript of Pending Motions	07/14/21	32 33	7893–8000 8001–8019
90	Reply in Support of “Countermotion to Clarify Issues that the Jury Must Determine, Applicable Burdens of Proof, and Phases of Trial”	06/30/21	32	7862–7888
50	Reply to Plaintiffs’ (1) response to Jacuzzi’s Objections to Proposed Order, and (2) Opposition to Jacuzzi’s Motion to Clarify the Parameters of Any Waiver of Attorney-Client Privilege	06/24/20	26 27	6495–6500 6501–6506
3	Second Amended Complaint	05/09/16	1	24–33
4	Third Amended Complaint	01/31/17	1	34–49
10	Transcript of All Pending Motions	02/04/19	5 6	1214–1250 1251–1315
20	Transcript of Proceedings – Defendant Jacuzzi, Inc.’s Request for Status Check; Plaintiffs’ Motion for Reconsideration Regarding Plaintiffs’ Renewed Motion to Strike Defendant Jacuzzi, Inc.’s Answer and Motion for Clarification Regarding the Scope of the Forensic Computer Search	07/01/19	8	1794–1886
74	Transcript of Proceedings: Jury Instructions	12/21/20	29	7119–7171
68	Transcript of Proceedings: Motion to Strike	11/19/20	28 29	6924–7000 7001–7010
71	Transcript of Proceedings: Motions in Limine: Jacuzzi’s Nos. 1, 4, 13, 16, and 21/First Street’s No. 4; Jury Instructions	12/07/20	29	7050–7115

CERTIFICATE OF SERVICE

I certify that on October 5, 2021, I submitted the foregoing
“Petitioner’s Appendix” for filing *via* the Court’s eFlex electronic filing
system. Electronic notification will be sent to the following:

Benjamin P. Cloward
RICHARD HARRIS LAW FIRM
801 South Fourth Street
Las Vegas, Nevada 89101

Attorneys for Real Parties in Interest

I further certify that I served a copy of this document by mailing a
true and correct copy thereof, postage prepaid, at Las Vegas, Nevada,
addressed as follows:

The Honorable Crystal Eller
DISTRICT COURT JUDGE – DEPT. 19
200 Lewis Avenue
Las Vegas, Nevada 89155

Respondent

/s/ Jessie M. Helm
An Employee of Lewis Roca Rothgerber Christie LLP

Assigned: Brenda Thomas
Serial Number: BDJC19
Purchase DLR/Agent #: 70001017
PurchaseDLR/Agent: FIRSTSTREET BOOMERS & BEYOND
Model: LW50959
Model Desc: FS 5229 C LH SLN HTR SKT WHT
Manufacture Date: 03/14/2014
Early Warning: No
Auth Date:
Auth #:
Auth By:
Auth Amount:
Auth Parts:
Auth Labor:
Auth Travel:
Brand: JLB
First Call Resolutio:
Warranty Status:
Account Number:
FIR #:
Region/District:
Date CCR Created:
FIR Disposition:
CCR#:
Sales Order #:
Date Consumer Contacted:
Service Date:
Balance Due: No
Follow Up Date:
CCR \$:

Auth Comments
District Sales Rep
Description of Problem

Discussion Thread

Customer By Phone (Entered by Ruth Coester)

05/08/2014
01:58 PM

Called Mrs. Kanarek and said we were sorry about his experience. I advised that our units exceed the standard by 1.5 times. Said he slipped from the seat and broke his toe. SAid only plain water, no bath additives were used. Said he was holding onto both handles on the right side with his right hand. Mr. Kanarek said that our unit is unsafe and we need to do something about it. He is asking for compensation for suffering and x-ray, swollen foot, his suffering. He said he doesn't know if we want to sue him or not. He said we can send someone to take a look. Not interested in suing anyone, but he is 80 years old and he wants compensation. He is very upset and scared to use the bath. She said no one advised that the tub could be slippery. Now they cover the seat and put strips on the floor. This happened 2.5 to 3 weeks ago. They contacted Fairbanks, the installer. They want compensation for the suffering. They asked to call back if we have any other questions.

Customer By Phone (Entered by Brenda Thomas)

05/07/2014
01:32 PM

Isabel called for us to note that the tub she purchased had a very slippery seat and floor. Her husband slipped and fell and his big toe got caught in the drain and it broke the toe. He is in extreme pain. She did not realize something like this could happen because we advertise a safe walk in tub. I apologized and told her I would note this compliant and talk with my superior and give them a call back within 24 hours.

From: Reyes, Regina
Sent: Wednesday, August 28, 2013 12:31 PM
To: 'Norm Murdock'; Nuanes, Deborah; Martinez, Audrey; Bachmeyer, Kurt
Subject: RE: Customer Catherine Reynolds Job#B00018

Ok, blind sided. I called the customer to explain how our product exceeds requirements set by American Society for Testing and Materials by 1.5 times.

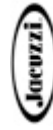
Her response to me was, "So what you are telling me is that you are not going to do anything about my problem."

She said she slipped twice but caught herself. She thinks the tub is too slippery and wants us to offer a mat for the floor. She has tried to purchase a mat but they do not fit, she has cut the mat but then she ends up cutting away the suction cups on the bottom of the mat as she tries to size it. She has tried strips but they peel up.

She also had a lot of complaints about Hausner, their installation service and how they destroyed her property. They did in her words eventually reimburse her but she feels that the subcontractor we hired is negatively representing Jacuzzi. She bought this tub because of the other Jacuzzi products she has had in the past.

At this point I told her the product exceeds the standard but I would pass on her comments about the mat and to try to help I would google for a mat that fits the floor area and call her back. By the way, at one point it was true that we did not recommend the mats but Ray has confirmed that it is ok to add mats with caution that they need to remove after use so that the suction cups do not retail water.

Regina Reyes
Customer Service Manager



www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Norm Murdock [mailto:norm.murdock@aihrefmodelers.com]
Sent: Tuesday, August 27, 2013 6:09 PM

To: Nuanes, Deborah
Cc: Reyes, Regina
Subject: RE: Customer Catherine Reynolds Job #B000018

Just following up on this...can you guys help???

Norm Murdock, CAPS, CSA
Vice President

firstSTREET
for Boomers and Beyond

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

LinkedIn: www.linkedin.com/company/firststreet

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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Friday, August 23, 2013 10:33 AM

To: deborah.nuanes@jacuzzi.com

Cc: 'Reyes, Regina'

Subject: FW: Customer Catherine Reynolds Job #B000018

Hi Debbie-

See below. Could you call this customer Catherine Reynolds at 512-268-3213 to explain the slip resistance & let her know that it meets the industry standard?

Thanks!

Norm Murdock, CAPS, CSA
Vice President

firstSTREET
for Boomers and Beyond

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

LinkedIn: www.linkedin.com/company/firststreet

On Wed, Aug 21, 2013 at 6:26 PM, DAVE MODENA <DAVE.MODENA@firststreetonline.com> wrote:
 Norm can you help Brad with his request. Maybe get someone at Jacuzzi's service area like Kurt contact her and do the best he can do explaining their no slip floor etc...versus having a field rep do this... Please communicate directly with Brad on this ... Thanks

Dave Modena

On Aug 21, 2013, at 7:23 PM, "Brad Beldon" <brad.beldon@beldon.com> wrote:

Sure, we can provide that. Maybe they can call her and be an independent so that she doesn't just think we are not listening to her.

Bradford D. Beldon
 President & CEO
 Beldon Roofing Company
 5039 West Avenue
 P.O. Box 13380
 San Antonio, TX 78213
 210/366-6969 Direct
 210/854-6969 Mobile
 210/340-6262 Facsimile
www.beldon.com
brad.beldon@beldon.com

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On Wed, Aug 21, 2013 at 6:21 PM, DAVE MODENA <DAVE.MODENA@firststreetonline.com>

wrote:

The rep can stop by but not sure what they can tell her other than it's passed the national non slip testing which we can provide you ...Norm has that if you want him to send it to you.

Dave Modena

On Aug 21, 2013, at 7:14 PM, "Brad Beldon" <brad.beldon@beldon.com> wrote:

Yes, and she doesn't like it at all. Can the Jacuzzi rep stop by her house to appease her?

Bradford D. Beldon
President & CEO
Beldon Roofing Company
5039 West Avenue
P.O. Box 13380
San Antonio, TX 78213
210/366-6969 Direct
210/854-6969 Mobile
210/340-6262 Facsimile
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brad.beldon@beldon.com

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On Wed, Aug 21, 2013 at 6:12 PM, DAVE MODENA <DAVE.MODENA@firststreetonline.com> wrote:
Jacuzzi is working on a more aggressive floor even though their tub meets the non slip standard... Jacuzzi recommends against putting nonslip strips on the floor which is understandable and customary but that is probably the best actual option at this point. Did you all suggest/try this ?
Dave Modena

On Aug 21, 2013, at 6:46 PM, "Brad Beldon" <brad.beldon@beldon.com> wrote:

Dave -

We heard back and she's still not satisfied with the solutions Norm provided. She's very happy with the installation; however, she claims that she continues to slip in the tub. What do you think Jacuzzi wants us to do with the slipperiness situation?

Bradford D. Beldon
President & CEO
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On Mon, Aug 19, 2013 at 4:22 PM, DAVE MODENA
<DAVE.MODENA@firststreetonline.com> wrote:

FYI .. see below ... from Denver office

Dave Modena
President - Aging In The Home Remodelers
[804-451-2314](tel:804-451-2314)
Sr. V.P. **firstSTREET** for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aihremodelers.com>]
Sent: Monday, August 19, 2013 5:10 PM
To: DAVE MODENA
Subject: FW: Customer Catherine Reynolds

This customer called in again stating she has not heard from anyone and will be calling her lawyer if she doesn't hear from someone today..

Todd

From: Brad Beldon [<mailto:brad.beldon@beldon.com>]
Sent: Tuesday, August 06, 2013 10:24 PM
To: DAVE MODENA
Cc: Simona Robertson; Todd Stout; Steve Dykes; Beth Galvan; Ryan Shutt; Tim Miller
Subject: Re: Customer Catherine Reynolds

Dave-

We've made contact with the customer and are trying to address her concerns. We will update you once we receive a resolution. Thanks again.

Bradford D. Beldon
President & CEO
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5039 West Avenue
P.O. Box 13380
San Antonio, TX 78213
[210/366-6969](tel:2103666969) Direct
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On Tue, Aug 6, 2013 at 8:48 AM, DAVE MODENA
<DAVE.MODENA@firststreetonline.com> wrote:

Here is a customer issue that came to us that appears to be yours. Can you look into Andes us know how this is resolved ? Thanks

Dave Modena

Sent from iPhone.

Begin forwarded message:

From: "Todd Stout " <todd.stout@aihremodelers.com>
Date: August 6, 2013, 7:45:24 AM MDT
To: DAVE MODENA
<DAVE.MODENA@firstSTREETonline.com>, SIMONA
ROBERTSON
<SIMONA.ROBERTSON@firstSTREETonline.com>
Subject: FW: Customer Catherine Reynolds

This appears to be an Beldon customer What would you like done?

From: Casille Systemans
[<mailto:casille.systemans@aihremodelers.com>]
Sent: Monday, August 05, 2013 1:54 PM
To: Todd Stout; Tracey Dierkens
Subject: Customer Catherine Reynolds

Hello,

I just received a call from a customer who had her tub installed back in December. Her name is Catherine Reynolds, and she is not in L.P. The address is 130 Larch Cover, kyle, TX 78640. She is calling because she has slipped twice in the tub and feels it is too slippery. She also said the installer Beldin Home Services did a terrible job and somewhat trashed her house, she has already taken care of this issue and says she doesn't have any interest in pursuing it further. Could one of you follow up with her? The number is [512-268-3213](tel:512-268-3213).

Thank you,

Casille Systemans

Project Coordinator

AUTHR Dealer Inc.

firstSTREET

1460 W. Canal Ct., Ste. 102

Littleton, CO 80120

Office: [303/222-3200](tel:3032223200)

Direct: [303/222-3199](tel:3032223199)

[303/953-7084](tel:3039537084) fax

Casille.Systemans@AIHRemodelers.com

JACUZZI005431

From: Torres, Ray
Sent: Thursday, June 27, 2013 9:46 AM
To: Baehr, Rich; Bachmeyer, Kurt; Martinez, Audrey
Subject: RE: Emailing: Test various Non Skid Patterns for compliance to ASTM F-462 , 5229 slip resistance

<http://www.ebay.com/bhp/anti-slip-bath>

Yep used these in the past as well.

Raymond Torres

Sr. Director of Engineering – Jacuzzi Luxury Bath

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710

909.247.2158 (o) 909.217.4799 (c) 909.643.2829 (f)

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-----Original Message-----

From: Baehr, Rich
Sent: Thursday, June 27, 2013 9:43 AM
To: Bachmeyer, Kurt; Torres, Ray; Martinez, Audrey
Subject: RE: Emailing: Test various Non Skid Patterns for compliance to ASTM F-462 , 5229 slip resistance

My 2 cents

A while back when we had units from Brazil they had a rougher bottom on the units. We had several complaints from mostly older people that it hurt their feet, to the point that we started toning down the non skid

Below is a possible solution

<http://www.slipxsolutions.com/tub-tattoos-clownfish>

-----Original Message-----

From: Bachmeyer, Kurt

Sent: Thursday, June 27, 2013 11:34 AM

To: Torres, Ray; Martinez, Audrey

Cc: Demeritt, William; Peetz, Chris; Baehr, Rich; Davis, Joseph N.

Subject: RE: Emailing: Test various Non Skid Patterns for compliance to ASTM F-462 , 5229 slip resistance

I'm not sure we are done here; we're compliant which is great but are we meeting the needs and safety requirements of this particular demographic? Seems to me if we want to be the leader in this category we would want to eliminate slippage of any kind now and in the future. My two cents.

Kurt Bachmeyer

Director of Customer Service

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710

909.247.2187 (o) 909.606.4270 (f)

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-----Original Message-----

From: Torres, Ray
 Sent: Thursday, June 27, 2013 8:24 AM
 To: Martinez, Audrey
 Cc: Bachmeyer, Kurt; Demeritt, William; Peetz, Chris; Baehr, Rich; Davis, Joseph N.
 Subject: Emailing: Test various Non Skid Patterns for compliance to ASTM F-462 , 5229 slip resistance

Audrey,

Here are the two test reports, one is our generic test on a shower pan which is the worst case sheet draw in thickness coefficient of friction .05(.04 is the passing standard). This is the pattern we use as a master on all jacuzzi bottoms today. The second report is a deep draw on the 5229 walk in tub, the coefficient of friction is .10 double that of the pan which is exactly what we thought it would be. In fact I have never seen a .10 average in all my years. That is darn good!

Anyways, when you send out the reports only send page one which is the conclusion page. Do not send out the actual data as it sometimes with slick lawyers, (not picking on bill) could challenge results.

Anyways great news on the bottom. Where do I charge my fees?

Thanks
 ray

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From: Reyes, Regina
Sent: Tuesday, September 24, 2013 8:15 AM
To: Bachmeyer, Kurt; Martinez, Audrey
Subject: RE: Five9 Voicemail Alert

The installer had already taken care of her by the time she was referred to us. He has sent her a gift card, her complaint is that she cannot find a mat small enough to fit the area. If she uses strips they peel back after a while - and this is not the same customer.

Regina Reyes

Customer Service Manager

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710

909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT

909.247.2551 (f)

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-----Original Message-----

From: Bachmeyer, Kurt

Sent: Tuesday, September 24, 2013 7:14 AM

To: Martinez, Audrey; Reyes, Regina
Subject: RE: Five9 Voicemail Alert

I don't like buying anything for anyone.....I would rather the consumer purchases the product, within reason of price and then we cut them a check, this way if they don't like it they can't blame us for picking out something they feel doesn't work.

Kurt Bachmeyer

Director of Customer Service

www.jacuzzi.com

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909.247.2187 (o) 909.606.4270 (f)

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-----Original Message-----

From: Martinez, Audrey
Sent: Monday, September 23, 2013 3:36 PM
To: Bachmeyer, Kurt; Reyes, Regina
Subject: Fw: Five9 Voicemail Alert

Is this the customer we were going to buy a mat for?

----- Original Message -----

From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
 Sent: Monday, September 23, 2013 01:48 PM
 To: Martinez, Audrey; Torres, Ray
 Subject: FW: Five9 Voicemail Alert

Audrey/Ray-

See below + v/m attached...we continue to have these issues & complaints with poor slip resistance...we need a better alternative...thoughts?? Do you want to consider offering a mat or adhesives in lieu of changing the mold?

Can we discuss on call tomorrow?

Thanks,

Norm Murdock, CAPS, CSA
 Vice President

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

-----Original Message-----

From: Ashley Davidson [<mailto:ashley.davidson@aihremodelers.com>]
 Sent: Monday, September 23, 2013 8:01 AM
 To: Norm Murdock
 Subject: FW: Five9 Voicemail Alert

Hey Norm, good morning,

Mrs. Borroz called in and left a message for me.. She slipped in her tub and hit her arm on the grab bar... She is requesting we send her a matt to put in the bottom of the tub so it is not so slippery.. do you have any suggestions? I had already suggested to her to go to Wal-Mart or bath and body and get one there but she is saying they are all too big...

Best Regards,

Ashley Davidson
Customer Care Coordinator
Aging In The Home Remodelers
Office: 303.222.3200
Direct: 303.222.3197
Email: Ashley.davidson@aiahremodelers.com
1460 W Canal Ct STE 102
Littleton, CO. 80120

-----Original Message-----

From: Five9 VCC Notification [<mailto:voicemail-noreply@five9.com>]
Sent: Saturday, September 21, 2013 10:02 AM
To: Ashley Davidson
Subject: Five9 Voicemail Alert

Dear Ashley Davidson,

You have received a new voicemail from 5202264643 at Sat Sep 21 09:02:01 PDT 2013

VCC Email Robot

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From: Reyes, Regina
Sent: Monday, December 30, 2013 11:32 AM
To: Davis, Megan; Zajac, David; Vest, Richard
Cc: Bachmeyer, Kurt; Rojas, Miguel; Noel, Steve; Pierce, Don; Fontana, Andy; Torres, Ray; Martinez, Audrey
Subject: RE: Flashberger repair SN #BDF8WQ

Audrey, after looking into this further we are going to clarify a few points to the installer, Home Safety Bath however I think there will still be a complaint since the customer is refusing to pay the balance due. I just want to keep you informed in case this escalates to you regarding Home Safety Bath's inability to collect.

- Initial issue was color mismatch
- Replaced door - Injection molded door produced same size door as original
- Door was properly installed
- With door closed the new rigid gasket makes contact properly and gives the appearance that there is a wider opening surrounding the door. However, water test proves water tight seal with no leaks.
- No further action at this time is necessary but we will address in future if necessary.

Customer simply is not happy with their tub and stated he will not be no matter what we do.

Thanks

Regina Reyes
Customer Service Manager



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909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Reyes, Regina
Sent: Monday, December 30, 2013 10:25 AM
To: Davis, Megan; Zajac, David; Vest, Richard

129200

Cc: Bachmeyer, Kurt; Rojas, Miguel; Noel, Steve; Pierce, Don; Fontana, Andy; Torres, Ray; Martinez, Audrey
Subject: RE: Flashberger repair SN #BDF8WQ

We really need to identify the root cause here due to the circumstances involved with this customer. We have our field tech, Regional Service Manager and Manufacturing all providing different assessments and corrective action.

Miguel, you may need to go out with Tom (T&G) for the next trip.

Regina Reyes
Customer Service Manager



www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Davis, Megan
Sent: Monday, December 30, 2013 10:20 AM
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Cc: Bachmeyer, Kurt; Reyes, Regina; Rojas, Miguel; Noel, Steve; Pierce, Don; Fontana, Andy; Torres, Ray; Martinez, Audrey
Subject: FW: Flashberger repair SN #BDF8WQ
Importance: High

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Thank you,
Megan



From: Davis, Megan
Sent: Monday, December 30, 2013 7:22 AM
To: Zajac, David; Baehr, Rich
Cc: Nuanes, Deborah
Subject: FW: Flashberger repair SN #BDF8WQ
Importance: High

Hello Rich and David,
I was wondering if you can review the photos attached. Our service tech installed this new door a few weeks ago. It appears that this replacement door was built smaller than the one that was previously on the tub. We are reordering the door on order number 180894. Can you help me double check this replacement door to make sure it is built to spec?

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Megan

From: Nuanes, Deborah
Sent: Friday, December 27, 2013 4:50 PM
To: Davis, Megan
Subject: FW: Flashberger repair SN #BDF8WQ

Megan,

New order for door 180894

Thank you,
Deborah Nuanes
Consumer Relations, Aging in Place



14525 Monte Vista, Chino CA 91710
800-288-4002 ext 3003
909-247-2218 fax
deborah.nuanes@jacuzzi.com

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From: Andrea [maliko:andrea@homesafetybaths.com]
Sent: Friday, December 27, 2013 1:24 PM
To: Nuanes, Deborah
Cc: Reyes, Regina; Martinez, Audrey; SIMONA ROBERTSON
Subject: Flashberger repair SN #BDF8WQ

Hi Deborah,

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Andrea Dorman
Home Safety Baths

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Customer Service Manager



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Importance: High

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Megan,

New order for door 180894

Thank you,
Deborah Nuanes
Consumer Relations, Aging in Place



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Cc: Reyes, Regina; Martinez, Audrey; SIMONA ROBERTSON
Subject: Flashberger repair SN #BDF8WQ

Hi Deborah,

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Andrea Dorman
Home Safety Baths

From: Martinez, Audrey
Sent: Monday, December 30, 2013 11:44 AM
To: Reyes, Regina
Cc: Davis, Megan; Zajac, David; Vest, Richard; Bachmeyer, Kurt; Rojas, Miguel; Noel, Steve; Pierce, Don; Fontana, Andy; Torres, Ray
Subject: Re: Flashberger repair SN #BDF8WQ

Thanks for the update. As long as we're confident that we've solved all product related issues, I'll deal with the rest.

Audrey Martinez

On Dec 30, 2013, at 11:32 AM, "Reyes, Regina" <Regina.Reyes@jacuzzi.com> wrote:

Audrey, after looking into this further we are going to clarify a few points to the installer, Home Safety Bath however I think there will still be a complaint since the customer is refusing to pay the balance due. I just want to keep you informed in case this escalates to you regarding Home Safety Bath's inability to collect.

- Initial issue was color mismatch
- Replaced door - Injection molded door produced same size door as original
- Door was properly installed
- With door closed the new rigid gasket makes contact properly and gives the appearance that there is a wider opening surrounding the door. However, water test proves water tight seal with no leaks.
- No further action at this time is necessary but we will address in future if necessary.

Customer simply is not happy with their tub and stated he will not be no matter what we do.

Thanks

Regina Reyes
Customer Service Manager

<image001.jpg>
www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
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Cc: Nuanes, Deborah
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Megan,

New order for door 180894

Thank you,
Deborah Nuanes
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Andrea Dorman
 Home Safety Baths

From: Martinez, Audrey
Sent: Thursday, November 17, 2011 9:24 AM
To: Bachmeyer, Kurt
Subject: RE: Follow Up on Training
Attachments: CSTrainingOutline111611.doc; Demographic Statistics for Walk In Bathtub Target Market.doc; Demographic Statistics for Walk In Bathtub Target Market-Map.doc; Safety Facts.doc; Frequently Asked Questions.doc; Final Spec_100511.1.xlsx; DesignedforSeniorsPriceList111111.1.xls; 85740-01.jpg

Good morning, Kurt. Here is a preliminary outline plus the supporting documentation for the training on December 2. I will likely make some minor changes between now and then but wanted to get this to you. I know you are out tomorrow and I will be out Monday, then before you know it, the date will be upon us.

Please review at your convenience and let me know any edits you suggest. Thank you!

Audrey Martinez

From: Bachmeyer, Kurt
Sent: Tuesday, November 15, 2011 7:00 PM
To: Martinez, Audrey
Subject: RE: Follow Up on Training

I'm not in Friday but I'll be looking for your outline over the weekend and respond back, thanks for everything!

Kurt Bachmeyer

Director of Customer Service

Southern California Operations Center

Jacuzzi Group Worldwide

14525 Monte Vista Ave.

Chino / CA / 91710

P 909-247-2187

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From: Martinez, Audrey
Sent: Tuesday, November 15, 2011 4:07 PM
To: Bachmeyer, Kurt
Subject: RE: Follow Up on Training

Perfect! I'll get the outline finalized and send to you later this week for input and approval. Thank you!

Audrey Martinez

From: Bachmeyer, Kurt
Sent: Tuesday, November 15, 2011 4:03 PM
To: Martinez, Audrey
Subject: RE: Follow Up on Training

Okay – Friday the 2nd – three groups; one hour each beginning at 12:00 and ending at 3:00 PM.....will this work for you?

Kurt Bachmeyer

Director of Customer Service

Southern California Operations Center

Jacuzzi Group Worldwide

14525 Monte Vista Ave.

Chino / CA / 91710

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From: Martinez, Audrey
Sent: Thursday, November 10, 2011 1:47 PM
To: Bachmeyer, Kurt
Subject: RE: Follow Up on Training

You bet. The next Friday would be fine too- if that date presents any issues.

[Audrey Martinez](#)

From: Bachmeyer, Kurt
Sent: Thursday, November 10, 2011 1:40 PM
To: Martinez, Audrey
Subject: RE: Follow Up on Training

Awesome Audrey! Let me get dialed in with our groups here and get back to you early next week to finalize, thanks for remembering us!!!

Kurt Bachmeyer

Director of Customer Service

Southern California Operations Center

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From: Martinez, Audrey
Sent: Thursday, November 10, 2011 12:46 PM
To: Bachmeyer, Kurt
Subject: Follow Up on Training

Hi Kurt. I hope all is well with you and your team.

I wanted to follow up with you on a date to do training on the new walk in tub program for firstSTREET. How does Friday, December 2 look? I figure that's early enough to miss any holiday vacations and late enough that we will have a tub and the rest of the collateral ready.

Let me know what you think. I am thinking a one hour session per group is enough. I will make myself available at any time that works for you.

Audrey Martinez
Phone 909.247.2582
Cell 909.762.3203
Fax 909.247.2025
audrey.martinez@jacuzzi.com

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APEN0289

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WALK IN BATHTUBS

**Customer Service Training
December 2, 2011**

- Introductions
- New Dealer Information
 - o Who they are/ what they do
- Understanding the End Use Customer
 - o Demographic Information
 - o Statistics
 - o FAQs
 - o How needs may differ from traditional Jacuzzi customers
- Product Review
 - o Price list review of all items offered
 - o Hands on tour of new walk in bathtub
- Future Plans
- Q and A

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WALK IN BATHTUBS

Demographic Statistics for Walk In Bathtub Target Market

- In the United States, someone turns age 60 every 6 seconds
- There are currently 80 million Baby Boomers, plus their aging parents
 - o 55 million over 55
 - o 34 million over age 64
 - These numbers are projected to exceed 100 million by 2015
 - These numbers are expected to *double* by 2030
- Seniors aged 55 and over are the fastest growing segment of the population
 - o Currently make up 37% of the US adult population
 - o Projected to represent 45% of the US adult population by 2015
- Seniors hold 80% of all funds in US banks and savings and loans
- Seniors own over 77% of all funds in private investment firms
- Seniors control 70% of all disposable income in the US
- Seniors represent 50% of all discretionary spending in the US
- 31 million households headed by people 65 and older saw their median income rise by 5.8% in 2009 after inflation and 7.1% since the recession began in December 2007
 - o Every other age group has suffered income losses of at least 4% during the recession
- Currently, there are 60 million Americans with some form of permanent disability
- 1 in 4 households are involved in some form of care giving
- Each year in the United States, there are 300,000 fall related hip fractures
- Every day, 400 Americans suffer bodily damage from a fall

Sources:

AARP Membership Relation Management Survey, 2010

USA Today, September 16, 2010

Centers for Disease Control, 2010

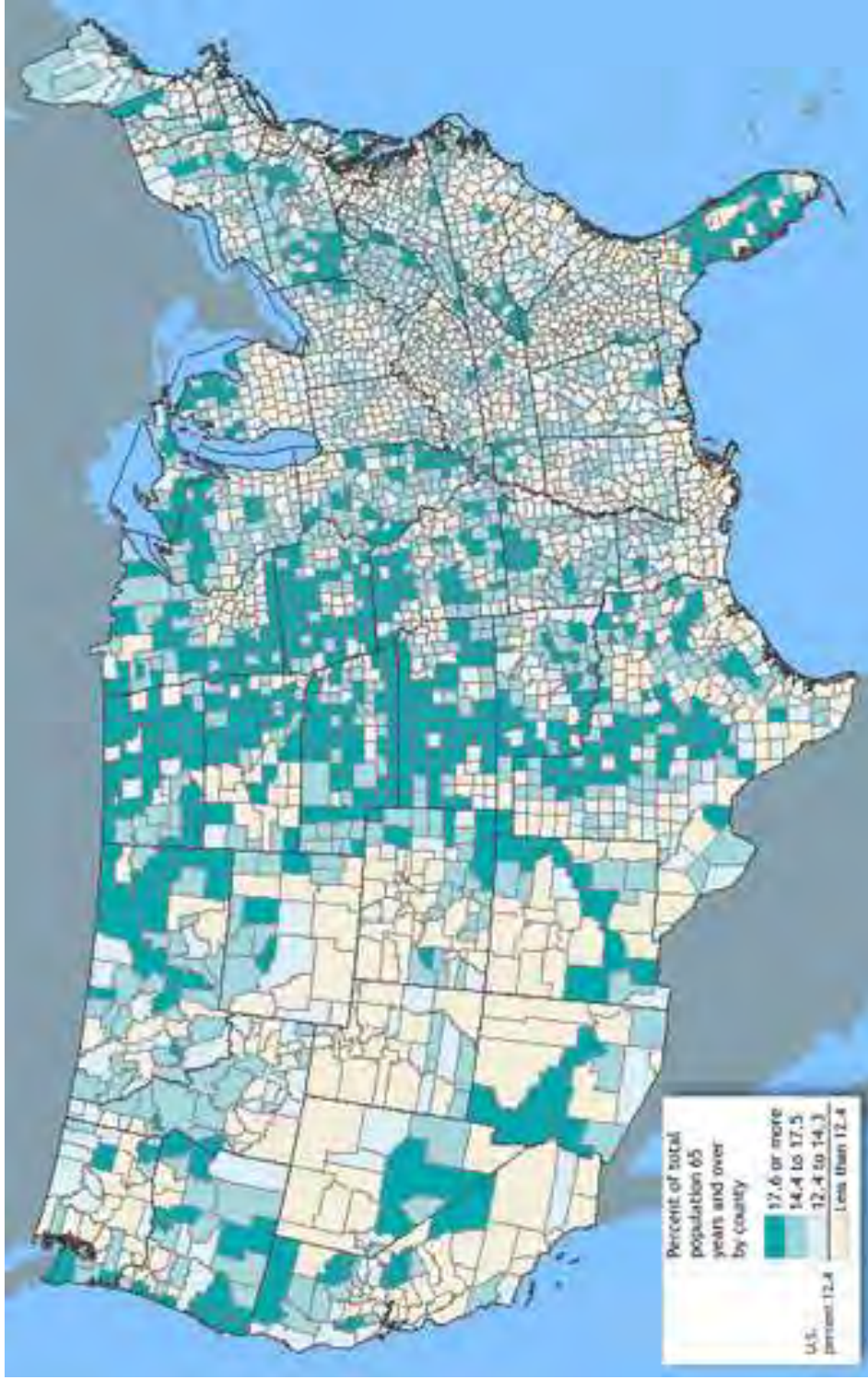
002539

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WALK IN BATHTUBS

Demographic Statistics for Walk In Bathtub Target Market
Percent of Total Population 65 Years and Over by County



Source: US Census Bureau

145200

Jacuzzi® Accessible Bathing *designed for SENIORS®*

Item Number	Item	Door/ Drain	Color	Cost
NQ80959	Product 1 Combo Whirlpool/ AIRBATH	Right	White	\$2,225.00
NQ81959	Without Tile Flange	Left	White	\$2,225.00
NQ80958		Right	Almond	\$2,225.00
NQ81958		Left	Almond	\$2,225.00
NS80959	Product 1 Combo Whirlpool/ AIRBATH	Right	White	\$2,225.00
NS81959	With Tile Flange	Left	White	\$2,225.00
NS80958		Right	Almond	\$2,225.00
NS81958		Left	Almond	\$2,225.00
NQ60959	Product 2 Whirlpool	Right	White	\$1,900.00
NQ61959	Without Tile Flange	Left	White	\$1,900.00
NQ60958		Right	Almond	\$1,900.00
NQ61958		Left	Almond	\$1,900.00
NS70959	Product 2 Whirlpool	Right	White	\$1,900.00
NS71959	With Tile Flange	Left	White	\$1,900.00
NS70958		Right	Almond	\$1,900.00
NS71958		Left	Almond	\$1,900.00
NQ90959	Soaking Tub	Right	White	\$1,725.00
NQ91959	Without Tile Flange	Left	White	\$1,725.00
NQ90958		Right	Almond	\$1,725.00
NQ91958		Left	Almond	\$1,725.00
NS90959	Soaking Tub	Right	White	\$1,725.00
NS91959	With Tile Flange	Left	White	\$1,725.00
NS90958		Right	Almond	\$1,725.00
NS91958		Left	Almond	\$1,725.00
NL74959	Filler Panel	Right	White	\$95.00
NL75959		Left	White	\$95.00
NL74958		Right	Almond	\$95.00
NL75958		Left	Almond	\$95.00
NM75827	Slide Bar for Hand Held Shower- includes extension hose		Chrome	TBD
NM87000	Aromatherapy/ Set of 2 Cartridges		Honey Mango	\$20.10
NM88000	Case Pack= 6		Pina Colada	\$20.10
NM85000			French Lavendar	\$20.10
NM86000			Eucalyptus	\$20.10
T628000	Systems Clean™ Case- 12/ 5 packs, 60 packs total			\$137.70
BG93000	Systems Clean™ Display Case- 5/ 5 packs, 25 packs total			\$63.90

002542

Jacuzzi® Accessible Bathing

BACKUP PARTS

Item Number	Item	Door/ Drain	Color	Cost
NE39940	Suction Cover and Screw- 110GPM		White	TBD
NE39914	Suction Cover and Screw- 110GPM		Almond	TBD
NP16940	V- Jet Assy Kit		White	TBD
NP16914	V- Jet Assy Kit		Almond	TBD
NP17940	Micro Jet Assy Kit		White	TBD
NP17914	Micro Jet Assy Kit		Almond	TBD
EW49000	Ozone Gen Prozone 120V/ 15A		None	TBD
NP18000	Aromatherapy Assy Kit		None	TBD
NM16000	Thermostatic Valve		None	TBD
HB16000	Motor/ Pump Assy, 4.4A, 115A, 60Hz		None	TBD
NM17000	Light Kit, Manual Switch		None	TBD
NM15000	Switch Pneumatoc Control 115V		None	TBD
TBD	Leveling Foot		None	TBD

Specification Sheet	Product 1	Product 2
Materials and Dimensions		
Material	Acrylic	Acrylic
Size	52"x30"x38.5"	52"x30"x38.5"
Seat Height	17"	17"
	Contoured easy curve transition	Contoured easy curve transition
operating/Max Capacity	64/88 max.	64/88 max.
Frame Material	Powder Coated/Steel	Powder Coated/Steel
Leveling Feet	6	6
Access Panel	Magnetic 2 panels Equipment and Drain End	Magnetic 2 panels Equipment and Drain End
Motor/Blower Bracket	OSB Coated	OSB Coated
Acrylic	Starting .157 min. thickness .020	Starting .157 min. thickness .020
Fiberglass Reinforcement	.100 - .120 Laminate	.100 - .120 Laminate
Bottom	.375 corr. .4375 bottom	.375 corr. .4375 bottom
Tolerance		
shell	(+)0",(-).25"	(+)0",(-).25"
accessories	(+),.25"	(+),.25"
leveling bottom	(+),.125"	(+),.125"
Whirlpool System Components		
Control System On/Off	pneumatic push button color matched	pneumatic push button color matched
Adjustable Air	1 knob color matched Easy Grip	1 knob color matched Easy Grip
Heater	1.5 kw	1.5 kw
Pump/Motor	4.4 a	4.4 a
Total Number of Jets	10 color matched	6 color matched
# of Foot Well Jets	4	4
# of Back Jets Micro	6	2
Jet Type	adjustable self draining point pro x 4 adjustable micro point pro x 6	adjustable self draining point pro x 6
AIRBATH System Components		
Blower	1 hp blower 180w heat	none
# of Air Inlets	16	none
air jet type	color matched micro jet	none
Accessibility & Security Features		
Seat Design	contoured for ease standing/seated	contoured for ease standing/seated
Door Closure	Locking handle	Locking handle
Grab Bar	Angled Dual purpose color matched	Angled Dual purpose color matched
Non Skid Texture	Floor Only ASTM-462	Floor Only ASTM-462
Additional Features		
Faucet	Hand Held shower head, Hot &Cold handles with Roman Tub Filler Chrome Anti-Scald Valve	Hand Held shower head, Hot &Cold handles with Roman Tub Filler Chrome Anti-Scald Valve
Drain Waste Overflow	Included lapmo listed chrome	Included lapmo listed chrome
Lighting	Included LED	none
Aromatherapy	included, 1 Lavender Canister	none
Ozone	Included	none
Colors	White, Almond	White, Almond
Warranty		
Shell & Door	Limited Lifetime	Limited Lifetime
Parts	Limited Lifetime	Limited Lifetime
Labor	2 year	2 year

002543

002543



WALK IN BATHTUBS

Frequently Asked Questions

- What makes this product safer than a traditional bathtub?
 - In addition to the walk in feature, our tubs are designed with safety in mind. The no skid floor deck, convenient grab bar and 17" ADA compliant seat allow for safe access to hydrotherapy.
- How do I work the controls?
 - Our controls were designed for ease of use for seniors while bathing. No confusing electronics or hard-to-press, tiny buttons. Refer to page 11 of the manual for specific instructions.
- How do I clean it?
 - We recommend a mild dish soap, like Ivory®, or Simple Green®. Never use anything abrasive or caustic.
 - To remove accumulations of bathtub residue from the whirlpool system, it is recommended that you bathtub be cleaned regularly. For best results, we recommend that you clean your bathtub using System Clean™, our exclusive two-part plumbing system cleaner made specifically for whirlpool bathtubs.
- Can I add oils or bubble bath?
 - No, oils and bubble bath will destroy the hydrotherapy systems and will make the surfaces slippery and unsafe. Bath salts can be used without any issues to enhance your bathing experience.
- I am concerned about water staying in the system after I use it and having bacteria and mold problems. What can I do to avoid this?
 - Our Jacuzzi® walk in tubs feature a self purging system. A few minutes after the tub is completely drained, the system will purge it self automatically so you never have to worry about bacteria or mold in the system.
- How long does it take to install?
 - Most installations are done in less than 2 days.
- How long does it take for the tub to drain?
 - About 4-6 minutes, depending on the size
- Do you offer the "Minute Drain"?
 - No, that is an item offered by one of our competitors
 - We have not pursued a feature like this because it's not an industry approved item.
 - In fact, the item does not come installed to the tub upon shipment.
 - Installation instructions state that the installer assumes all liability for damages resulting from any malfunction of this feature.

002544

002544



WALK IN BATHTUBS

Safety Facts: Fall Injuries

Falls are the second leading cause of unintentional injury deaths and the most common cause of injuries and of hospital admissions for trauma. In 2001, 15,764 persons died as the result of falls (10% of all injury deaths). Falls are the leading cause of nonfatal injury in the United States, accounting for 783,357 hospitalizations and an estimated 11.5 million minor injury cases that are not hospitalized.

One of every three adults aged 65 years old or older suffers a fall each year. Of those who fall each year, two thirds fall again within six months. The majority of falls occur in the home with the highest proportions of young children and the elderly.

Facts About Older Adults Who Fall:

- The risk of falling increases with age.
- For people age 65 and older, more than half of all falls happen at home.
- Often, people don't know how or why they fell. Many do not recall a fall that happened 2-3 months earlier.
- Older Adults who fall once are 2-3 times as likely to fall again within a year.
- At least 95% of hip fractures are caused by falls. Only about 2% of hip fractures are spontaneous.
- Fall-related death rates and hip fracture hospitalization rates are increasing.

Falls in Nursing Homes:

- Of the 1.5 million nursing home residents, approximately 50% fall at least once each year.
- About 1800 fatal falls occur each year in US nursing homes.
- Among people 85 years+, 20% of fall-related deaths occur in nursing homes.
- Causes = weakness/gait problems and environmental hazards.

The Cost of Fall Injuries Among Older Adults:

- One of every 3 people age 65 and older falls each year.
- Older adults are hospitalized for fall-related injuries 5x more often than they are for injuries from other causes.
- Of those who fall, 20-30% suffer moderate to severe injuries that reduce mobility and independence, and increase the risk of premature death.
- In 1994, the average direct cost for a fall injury was \$1400 for a person over age 65.
- The total direct cost of all fall injuries for people age 65 and older in 1994 was \$20.2 billion.
- By 2020, the cost of fall injuries is expected to reach \$32.4 billion.

Falls result in: (regarding people over 65 years old)

- 9500 deaths/year
- 87% of fractures

Source: <http://www.walkinbathtubreview.com/faqs/safety-facts>

JACUZZI005464

From: Reyes, Regina
Sent: Wednesday, March 06, 2013 4:54 PM
To: Monique Trujillo; First Street Support
Cc: Todd Stout; Norm Murdock; Davis, Megan; Bachmeyer, Kurt
Subject: RE: Fuchs, Fred Serial # BDFN3C - URGENT!!!

Hi Monique, we can send a finish agent out to inspect the tub. If the tub requires a resurface we will resurface it, however if it does not yet the customer's position is that it is slippery we cannot make changes to the surface. We would instead recommend that the customer use non skid bath mats.

We'll let you know what happens after the inspection. Thank you.

Regina Reyes
Customer Service Manager



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909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Monique Trujillo [<mailto:monique.trujillo@alhrefmodelers.com>]
Sent: Wednesday, March 06, 2013 3:58 PM
To: First Street Support
Cc: Todd Stout; Norm Murdock; Reyes, Regina; Davis, Megan
Subject: Fuchs, Fred Serial # BDFN3C - URGENT!!!
Importance: High

Jacuzzi Team,

The customer has called in and is very upset because he says he has almost fallen 3 times since having his new walk-in tub installed. He says that the floor of the tub is too slippery. He says there is no grip or no-slip feeling to the tub. He said he is no longer able to use the tub until this problem is fixed.

This is a very serious safety concern and I really need someone to contact him ASAP to get a technician out to his home before he falls.

Fred Fuchs
239 4th Ave North
South Saint Paul, MN 55075

651-451-3609
Serial # BDFN3C

Thank you,

Monique Trujillo
Production Manager
ATHR Dealer Inc.
1460 W. Canal Ct., Suite 102
Littleton, CO 80120

Office Phone: 303-222-3200 Direct Phone: 303-222-3205

Email: Monique.Trujillo@AIHRemodelers.com *** PLEASE NOTE NEW EMAIL ADDRESS***

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From: Reyes, Regina
Sent: Monday, May 19, 2014 2:04 PM
To: 'Ray Parnell'
Cc: Martinez, Audrey; "Norm Murdock"; Bachmeyer, Kurt; 'David Jacobs'; Torres, Ray
Subject: RE: Harris BDHX2L installer requesting engineering information on control buttons

Hi Ray,

Just to summarize for the group, the issue regarding customer Harris was documented as slippery tub and buttons and drain handle hard to turn. The request is for Jacuzzi to share how to measure the maximum force required to turn the drain knob and push the buttons. At the time the initial request came into us we did consult with our team since this is not standard information published in our product specifications or manuals. This information is currently not documented but we may be able to obtain it for future use. I will follow up to see when the information may be available for release.

With respect to customer Carman, the issue was documented as drain handle to hard too turn. At this time the only solution we have to assist in this situation would be to recommend the ADA handle, however I understand you have not had a good experience with this part and do not feel this is an option. I regret this is the only alternative we have at this time.

With this demographic addressing the issues relating to customer strength and mobility can be challenging, I had hoped the ADA handle would have helped. I will readdress with our team to see if anything has changed since we last talked.

Regina Reyes

Customer Service Manager



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From: Ray Parnell [mailto:rparnell@americanhomedesign.com]

Sent: Thursday, May 15, 2014 6:41 AM

To: Reyes, Regina
Cc: Martinez, Audrey; "Norm Murdock"; Bachmeyer, Kurt; 'David Jacobs'
Subject: RE: Harris BDHX2L installer requesting engineering information on control buttons

Good morning,

is the concern for Mr. Harris still an open service for Jacuzzi, and is there an update?
 we also still have an open service for Ms. Carman. is there an update on her handle?

thanks!
 ray

From: Reyes, Regina [<mailto:Regina.Reyes@jacuzzi.com>]
Sent: Monday, April 28, 2014 8:28 PM
To: 'rparnell@americanhomedesign.com'
Cc: Martinez, Audrey; 'Norm Murdock' (norm.murdock@aihremodelers.com); Bachmeyer, Kurt
Subject: FW: Harris BDHX2L installer requesting engineering information on control buttons

Hi Ray,

First and foremost thank you for your commitment to the Jacuzzi brand, we appreciate your attention to customer satisfaction.

Just to clarify, if we do not have published information readily available we will always work to obtain the answers to your questions. In some cases we will easily obtain the information simply by inquiring with our Marketing or Engineering team, however in other cases the information may not be available. The rep did not mean to bottleneck the process as we were attempting to gather the information you requested, but since this product is made exclusively for Firststreet we encourage you to share your comments and feedback directly with FS.

At this time we do not have this information but we will work to measure it in the future. At this time we can send an agent out to address, but if he finds the unit is operational he will have to bill the customer since the warranty only covers services for failures. It is really difficult to address when we (you or the customer) feels they do not have the strength to push the buttons; I complete understand your position that without data we are subjective with our response to addressing the request.

Regards,

Regina Reyes
 Customer Service Manager



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From: Maldonado, Yvette
Sent: Friday, April 25, 2014 8:02 AM
To: Reyes, Regina
Subject: FW: Harris BDHX2L Ray Parnels Response for the buttons on the tub

From: Ray Parnell [<mailto:rparnell@americanhomedesign.com>]
Sent: Friday, April 25, 2014 5:53 AM
To: Maldonado, Yvette
Cc: Nuanes, Deborah; aross@americanhomedesign.com; 'Diane Shifflett'; 'Norm Murdock'
Subject: RE: Harris BDHX2L

Yvette and Deborah,

thank you for your attention to these concerns; I know we are asking for semi-abstract information. as I said in an earlier note, we will be much more comfortable telling an unhappy customer that her tub is performing to the Manufacturers Tolerances, if we know that it is. I test every tub we install, so I recognize the controls are sometimes significantly more 'resistant' than normal. I can operate them, but I end up in a difficult situation: do I send you a Jacuzzi Service request for those tubs, or send them out and hope the customer still has enough hand strength to use the tub.

please keep your Customer Service Department engaged to help us get these answers; sending us to First Street (to chase down Jacuzzi manufacturing specs) will add one more hurdle for us as we try to resolve a problem for Mr. Harris, (and a few other customers that cannot operate their controls, Ms. Carman for example) difficulty with the customers who run out of hot water, even though they have a 50 gallon water heater. we can (and do) explain to them that the manufacturer recommends a 'fully functioning 50 Gallon water heater'. it would be a bit easier for our own Customer Service Professionals to explain *this problem can only be remedied on the customers end*, if we have the information requested in the email tagged below. our high volume exposes us to many of the people purchasing your product, and we want to work with your team to provide each customer with the very best experience we can, especially when something goes wrong.

thanks!
 ray

From: Maldonado, Yvette [<mailto:Yvette.Maldonado@jacuzzi.com>]
Sent: Thursday, April 24, 2014 4:10 PM
To: Ray Parnell
Subject: Harris BDHX2L

Hello Ray

Currently I have requested information on how to measure the maximum force to turn the drain knob and push the buttons. The information you are requesting currently is not published you may need to contact Firststreet for further information. I have attached a IAPMO that states the tub meets required testing.

Regards

Yvette Maldonado

Customer Service

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA

800-883-7727 ext 3037(office) 909-247-2218 (fax)

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From: Ray Parnell [<mailto:rparnell@americanhomedesign.com>]

Sent: Friday, April 04, 2014 9:35 AM

To: 'Nuanes, Deborah'

Cc: 'alan ross'

Subject: engineering question

Deborah,

I have been asked a couple of questions, with which I hope you can help us. I doubt you have this info handy, so please forward this note to the right people, or send back the info if you are able to find out.

299200

we understand that Jacuzzi recommends a 50 gallon water heater. we have had a couple of customers who ran out of hot water, even with a 50. the most recent customer had her plumber inspect and flush her 4 year old water heater, and she still runs out. we confirmed the thermo valve was all the way open, and then we replaced the valve, but still she has the same problem. we want to tell her that the problem *is still her water heater*, but we need some info before we make that call.

the questions put to me are:

1. how many gallons of water does the Jacuzzi hold empty?
2. is there an average water-displacement of our customer demographic?
3. to reach a median 'comfortable temperature,' how many gallons of hot water are actually used?
4. what is the temperature limit on the thermo control valve?

I really appreciate any insight you can give us.

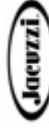
thank you,
ray parnell
project manager AHI / AHD

From: Reyes, Regina
Sent: Monday, May 19, 2014 2:08 PM
To: Martinez, Audrey; Bachmeyer, Kurt; Torres, Ray
Subject: RE: Harris BDHX2L installer requesting engineering information on control buttons

I had attempted to close these two incidents in the past and as you can see the installer is saying they are open issues and is waiting for a response. We did not send out a tech since there was no guarantee the installer would pay for the service.

If we do not have an alternative I will tell him we are closing the cases because the issue with customer strength/mobility is beyond our control.

Regina Reyes
Customer Service Manager



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Cc: Martinez, Audrey; 'Norm Murdock'; 'Norm Murdock'; 'David Jacobs'; Torres, Ray
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Sent: Thursday, May 15, 2014 6:41 AM
To: Reyes, Regina
Cc: Martinez, Audrey; "Norm Murdock"; Bachmeyer, Kurt; 'David Jacobs'
Subject: RE: Harris BDHX2L installer requesting engineering information on control buttons

Good morning,

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Yvette and Deborah,

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ray

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Yvette Maldonado

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Subject: engineering question

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4. what is the temperature limit on the thermo control valve?

I really appreciate any insight you can give us.

thank you,
ray parnell
project manager AHI / AHD

JACUZZI005477

From: Norm Murdock <norm.murdock@aihremodelers.com>
Sent: Tuesday, April 09, 2013 4:55 PM
To: Bachmeyer, Kurt
Subject: RE: Hot Spot Pools to service door leak. Agent called homeowner and he indicated he did not want tub and he slipped and fell.

Importance: High

Kurt – let me know your plan with this one...hopefully you can talk the customer into letting you service the tub...thx,

Norm Murdock, CAPS
 Vice President

firstSTREET
for Boomers and Beyond

Phone: 303-222-3207
 Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

designed for SENIORS®

From: dnuanes [mailto:deborah.nuanes@jacuzzi.com]
Sent: Tuesday, April 09, 2013 4:33 PM
To: kurt.bachmeyer@jacuzzi.com; monique.trujillo@aihremodelers.com
Cc: Regina.Reyes@jacuzzi.com; norm.murdock@firststreetonline.com
Subject: FWD: Hot Spot Pools to service door leak. Agent called homeowner and he indicated he did not want tub and he slipped and fell.

The following incident has been forwarded to you by:
 Deborah Nuanes(deborah.nuanes@jacuzzi.com)

Sender's Comment

Hello Everyone,

I just wanted to update you on this incident that I'm forwarding this over to Kurk Bachmayer. Please address all questions and updates to him.

Thank you,
Deborah Nuanes
Consumer Relations, Aging in Place

Contact Information

First Name: Donald
Last Name: Raidt
Type: Consumer
Title:
Primary Phone: 785-218-5414
DLR/Agent #:
DLR/Agent Name:
Lowes Store #:
Region/Territory:
ShipTo Acct Sequence:
ShipTo Account Name: RENOVATIVE SOL - LEAVENWORTH

Reference #130405-000181

Summary: Hot Spot Pools to service door leak. Agent called homeowner and he indicated he did not want tub and he slipped and fell.

Rule State: 02. In Progress

Product Level 1: Jacuzzi Luxury Bath

Product Level 2: Walk-in

Product Level 3: FirstStreet

Category Level 1: Service Request

Category Level 2: Warranty

Date Created: 04/05/2013 02:26 PM

Last Updated: 04/09/2013 03:31 PM

Status: Waiting

Assigned: Deborah Nuanes

Serial Number: BDF0Y7

Purchase DLR/Agent #: 70001017

PurchaseDLR/Agent: FIRSTSTREET BOOMERS & BEYOND

Model: LW50959

Model Desc: FS 5229 C LH SLN HTR SKT WHT

Manufacture Date: 03/18/2013
Early Warning: No
Auth Date:
Auth #:
Auth By:
Auth Amount:
Auth Parts:
Auth Labor:
Auth Travel:
Brand: JLB
First Call Resolutio:
Warranty Status: Yes
Account Number:
FIR #:
Region/District:
Date CCR Created:
FIR Disposition:
CCR#:
Sales Order #:
Date Consumer Contacted: 04/08/2013
Service Date:
Balance Due: No
Follow Up Date: 04/09/2013
CCR \$:

Auth Comments
District Sales Rep
Description of Problem
Discussion Thread
Response Via Email (Deborah Nuanes)

Hello Everyone,

04/09/2013 03:28 PM

I just wanted to update you on this incident that I'm forwarding this over to Kurk Bachmayer. Please address all questions and updates to him.

Thank you,
Deborah Nuanes
Consumer Relations, Aging in Place

Customer By Phone (Entered by Megan Davis)

04/08/2013 10:02 AM

Hello Monique

Our service provider contacted Donald Raidt to set up service and he notified them he did not want to set service because he no longer wants the tub. He told them he slipped and fell causing him to hurt his back. I called him to follow up and he told me he doesn't want the unit due to the leaks and is willing to get a lawyer if the tub is not taken out and he is refunded. He did not mention his injuries to me but did insist that he was not keeping the tub.

Thank you,
Megan

Response Via Email (Hilton Calderon)

04/05/2013 02:26 PM

From: Calderon, Hilton On Behalf Of First Street Support
Sent: Friday, April 05, 2013 2:26 PM
To: Monique Trujillo; First Street Support
Cc: Gary.Yingst@aiahremodelers.com
Subject: RE: Raidt, Donald Serial # BDF0Y7

Monique,

The service will be done by HOT SPOT POOLS (816-781-8884) under claim# 0070174; no charge parts order# 168739 shipping on Monday via UPS. I called Mr. Raidt and left him a voice message that his tub will be service by HOT SPOT POOLS as soon as parts arrive to their shop. HOT SPOT POOLS (Amy) will call customer first thing Monday morning to schedule service.

Regards,
Hilton Calderon
Technical Services Consultant

Customer Via Email (Entered by Hilton Calderon)

04/05/2013 02:26 PM

From: Monique Trujillo [mailto:monique.trujillo@aiahremodelers.com]
Sent: Thursday, April 04, 2013 2:46 PM
To: First Street Support
Cc: Gary.Yingst@aiahremodelers.com
Subject: Raidt, Donald Serial # BDF0Y7

Jacuzzi Team,

Customers tub was just installed. It did not leak at time of installation. The customer now says that the door has a huge leak out of the bottom of the door. He said it flooded the bathroom and adjoining room.

£99Z00

Please send a Jacuzzi Tech to the customers home ASAP.

Donald Raidt
10105 Mohawk Ln
Leawood, KS 66206
Installed 3/30/13

785-218-5414
Serial # BDF0Y7

Thank you,

Monique Trujillo
Midwest Production Manager, AIHR
1460 W Canal Ct
Suite 102
Littleton, CO 80120
303-222-3200 - Office
303-222-3205 - Direct

From: Norm Murdock <norm.murdock@aihremodelers.com>
Sent: Sunday, July 20, 2014 9:35 PM
To: Reyes, Regina
Cc: Nuanes, Deborah; Bachmeyer, Kurt; Martinez, Audrey; Davis, Megan
Subject: Re: Kinzer, Paul; New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Regina, is the tub repairable based on all the issues detailed in my original email below? I wonder if we may be better off transitioning this customer to the bigger tub. Thoughts?

Norm Murdock, CAPS, CSA
Vice President
firstSTREET for Boomers and Beyond, Inc
Phone: 303-222-3207
Cell: 602-403-6267
Email: norm.murdock@firststreetonline.com
Website: www.firststreetinc.com, www.firststreetonline.com



On Jul 15, 2014, at 9:33 AM, "Reyes, Regina" <Regina.Reyes@jacuzzi.com> wrote:

Hi Norm, I am following up on this issue with Kinzer. How would you like to proceed?

Regina Reyes
Customer Service Manager

<image001.jpg>
www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Reyes, Regina
Sent: Thursday, July 10, 2014 1:49 PM
To: 'Norm Murdock'
Cc: Bachmeyer, Kurt; Martinez, Audrey; Nuanes, Deborah; Davis, Megan
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Norm, we researched the claim and talked to the service tech. After reviewing the details of this claim we have concluded that this type of damage is indicative of impact, it was originally noted in our file that the damage needed to be inspected to determine if the service is warranty related and how we will correct the problem. We dispatched a service agent out to inspect. The agent repaired the crack to the tub since he was on site, but the crack to the aromatherapy cup was not repaired since there was no backside access. We can move forward with a repair but due to the circumstances the tub will have to be removed we will cover the standard \$500.00 toward the removal, reinstallation, and repair charges involved with the service and any remaining charges will be your responsibility in accordance with the agreement.

Should we move forward?

Regina Reyes
 Customer Service Manager

<image001.jpg>
www.jacuzzi.com
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From: Norm Murdock [<mailto:norm.murdock@alhremodelers.com>]
Sent: Wednesday, July 09, 2014 1:28 PM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: Re: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Ok thx guys.

Norm Murdock, CAPS, CSA
 Vice President
firstSTREET for Boomers and Beyond, Inc
 Phone: [303-222-3207](tel:303-222-3207)

Cell: [602-403-6267](tel:602-403-6267)

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com



On Jul 9, 2014, at 1:28 PM, "Reyes, Regina" <Regina.Reyes@jacuzzi.com> wrote:

Norm, we are working on this one. We collected some info, but we need to confirm what the problem is since we have conflicting reports of what is outstanding. I'll get back to you.

Regina Reyes

Customer Service Manager

<image005.jpg>

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710

909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT

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From: Norm Murdock [<mailto:norm.murdock@alhrefmodelers.com>]

Sent: Wednesday, July 09, 2014 8:50 AM

To: Reyes, Regina

Cc: Bachmeyer, Kurt; Martinez, Audrey

Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Importance: High

Regina-

See below. We have an issue with this Beldon customer. Can you please check the service history & see if there is a way the jets can be serviced without removing the tub?

Can we have another agent or RSM pay a visit to this customer?

If we schedule service for this customer, we would like to have the agent also apply the slip resistant coating...we will supply the product. 20 minute application. We will pay for this.

Happy to discuss by phone if you wish.

Thanks,

Norm Murdock, CAPS, CSA
Vice President

<image006.png>

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

<image007.jpg>

<image008.png> <image009.png>

From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 8:03 AM

To: Norm Murdock; DAVE MODENA

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Here you go Norm see the address below along with a more detailed laundry list of complaints. Shannon is ready to speak with someone to schedule an appointment... Thanks

- The floor, seats and walls of the tub are too slippery, Mr. Kinzer slips off the seat when in the tub and slips on floor when getting out
- The grab bar is slippery; Mr. Kinzer's hands slip when grabbing the bar
- The water temperature fluctuates when the tub is filling and when the shower is on but it doesn't fluctuate when using the other tubs in the home.
- The shower doesn't stay on
- The jets are not working- a technician from Betz repair came out twice (2/16/14 & 2/19/14) and stated that the tub would have to be removed to access the jets for repair
- The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
301 988 0570

Paul Kinzer
16758 Speilman Rd
Fairplay, MD 21733
301 582 0442

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@aihrefmodelers.com>]
Sent: Wednesday, July 09, 2014 9:54 AM
To: DAVE MODENA; SIMONA ROBERTSON
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
Vice President

<image010.gif>

Phone: 303-222-3207
Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

<image007.jpg>

<image011.gif> <image012.gif>

From: DAVE MODENA [<mailto:DAVE.MODENA@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 6:13 AM

To: SIMONA ROBERTSON; Norm Murdock

Cc: Todd Stout

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Norm.... Can we help them with both the slippery floor issue with the application that we now have and also get Jacuzzi to get the jets working as well Otherwise let us know what our other options are and do we need to get Beldon back in the mix in some fashion i.e. we may need to bill them for any costs we incur (I would also think that Jacuzzi would have to bear some of the costs if fixing a defective jet requires pulling out the tub).... Thanks

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: SIMONA ROBERTSON
Sent: Tuesday, July 08, 2014 1:21 PM
To: DAVE MODENA
Cc: 'Todd Stout'
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

This was a Beldon install from Nov. He apparently has fallen while exiting the tub as his main complaint is that the floor is too slippery.

Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.

Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
[firstSTREET for Boomers and Beyond](#)

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aihremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM

To: STACY HACKNEY; DAVE MODENA
Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aihremodelers.com>]
Sent: Thursday, July 03, 2014 12:24 PM
To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson
Production Manager

Aging In The Home Remodelers
Office: 720.504.0126
Extension: 3197
Direct: 720.477.1719
Toll Free: 1.888.926.8095
Fax: 720.477.1719
Email: Ashley.davidson@aihremodelers.com
Mailing: 1460 W Canal Ct STE 102
Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]
Sent: Thursday, July 03, 2014 12:00 PM
To: Ashley Davidson
Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

7

From: (301) 988-0570
Received: Thursday, July 03, 2014 at 11:59 AM
Length: 00:39
To: (720) 477-1719 (Ashley Davidson)

To listen to this message, open the attachment or use [RingCentral Mobile App \(download\)](#) to have instant access to all your messages on the go.

Thank you for using **RingCentral**.



From: Reyes, Regina
Sent: Tuesday, July 15, 2014 9:34 AM
To: 'Norm Murdock'; Nuanes, Deborah
Cc: Bachmeyer, Kurt; Martinez, Audrey; Davis, Megan
Subject: RE: Kinzer, Paul; New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Norm, I am following up on this issue with Kinzer. How would you like to proceed?

Regina Reyes
 Customer Service Manager



www.jacuzzi.com
 14525 Monte Vista Avenue / Chino, CA 91710
 909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
 909.247.2551 (f)

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From: Reyes, Regina
Sent: Thursday, July 10, 2014 1:49 PM
To: 'Norm Murdock'
Cc: Bachmeyer, Kurt; Martinez, Audrey; Nuanes, Deborah; Davis, Megan
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Should we move forward?

Regina Reyes
Customer Service Manager



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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 1:28 PM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: Re: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Ok thx guys.

Norm Murdock, CAPS, CSA
Vice President
firstSTREET for Boomers and Beyond, Inc
Phone: [303-222-3207](tel:303-222-3207)
Cell: [602-403-6267](tel:602-403-6267)
Email: norm.murdock@firststreetonline.com
Website: www.firststreetinc.com, www.firststreetonline.com



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Regina Reyes
Customer Service Manager

<image005.jpg>
www.jacuzzi.com

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Sent: Wednesday, July 09, 2014 8:50 AM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

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Happy to discuss by phone if you wish.

Thanks,

Norm Murdock, CAPS, CSA
Vice President

<image006.png>

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

<image007.jpg>

<image008.png> <image009.png>

From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firststreetonline.com>]

Sent: Wednesday, July 09, 2014 8:03 AM

To: Norm Murdock; DAVE MODENA
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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Shannon
 301 988 0570

Paul Kinzer
 16758 Speilman Rd
 Fairplay, MD 21733
 301 582 0442

Simona Reid-Robertson
 phone 804-451-2309
 fax 804-524-9889
 firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 9:54 AM
To: DAVE MODENA; SIMONA ROBERTSON
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
 Vice President

<image010.gif>
 Phone: 303-222-3207

Cell: 602-403-6267
 Email: norm.murdock@firststreetonline.com
 Website: www.firststreetinc.com, www.firststreetonline.com
 <image007.jpg>
 <image011.gif> <image012.gif>

From: DAVE MODENA [<mailto:DAVE.MODENA@firstSTREETOnline.com>]
Sent: Wednesday, July 09, 2014 6:13 AM
To: SIMONA ROBERTSON; Norm Murdock
Cc: Todd Stout
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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Dave Modena
 President - Aging In The Home Remodelers
 804-451-2314
 Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: SIMONA ROBERTSON
Sent: Tuesday, July 08, 2014 1:21 PM
To: DAVE MODENA
Cc: 'Todd Stout'
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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 Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.
 Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
firstSTREET for Boomers and Beyond

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aihremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM
To: STACY HACKNEY; DAVE MODENA
Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP ... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aihremodelers.com>]
Sent: Thursday, July 03, 2014 12:24 PM
To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson
Production Manager

Aging In The Home Remodelers
Office: 720.504.0126
Extension: 3197
Direct: 720.477.1719
Toll Free: 1.888.926.8095
Fax: 720.477.1719
Email: Ashley.davidson@aihremodelers.com
Mailing: 1460 W Canal Ct STE 102
Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]
Sent: Thursday, July 03, 2014 12:00 PM
To: Ashley Davidson
Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

From: (301) 988-0570

Received: Thursday, July 03, 2014 at 11:59 AM

Length: 00:39

To: (720) 477-1719 (Ashley Davidson)

To listen to this message, open the attachment or use [RingCentral Mobile App \(download\)](#) to have instant access to all your messages on the go.

Thank you for using **RingCentral**.

<image013.jpg>

From: Reyes, Regina
Sent: Monday, July 21, 2014 11:44 AM
To: 'Norm Murdock'
Cc: Nuanes, Deborah; Bachmeyer, Kurt; Martinez, Audrey; Davis, Megan
Subject: RE: Kinzer, Paul; New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Importance: High

Hi Norm, please see my comments regarding the issues reported.

thanks

1. The floor, seats and walls of the tub are too slippery. Mr. Kinzer slips off the seat when in the tub and slips on floor when getting out - installer can apply the Solid Step Cote
2. The grab bar is slippery; Mr. Kinzer's hands slip when grabbing the bar - to my knowledge this is an isolated incident, not an issue related to warranty service
3. The water temperature fluctuates when the tub is filling and when the shower is on but it doesn't fluctuate when using the other tubs in the home. The installer needs to address this, the fluctuating temperature of the incoming water is either related to the thermostatic control valve or the homes main water plumbing supply.
4. The shower doesn't stay on – The unit was installed December 14, 2013. The faucetry is part only no labor. We can report to Huntington Brass to request a new faucet, but there is no labor on the switch out.
5. The jets are not working- a technician from Betz repair came out twice (2/16/14 & 2/19/14) and stated that the tub would have to be removed to access the jets for repair The customer says the unit is working, the pump and blower can be turned on and the jets and air work. Not sure where the mix up came in, but Betz has the pending service reported as a crack in the tub near the aromatherapy dispenser.
6. The door knocks his knees when closing the door and it's hard for him to get into the tub – Users are to remain standing until the door closes so that his legs do prevent the door from closing.

Regina Reyes
 Customer Service Manager



www.jacuzzi.com
 14525 Monte Vista Avenue / Chino, CA 91710
 909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT

909.247.2551 (f)

089Z00

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From: Norm Murdock [mailto:norm.murdock@aihremodelers.com]
Sent: Sunday, July 20, 2014 9:35 PM
To: Reyes, Regina
Cc: Nuanes, Deborah; Bachmeyer, Kurt; Martinez, Audrey; Davis, Megan
Subject: Re: Kinzer, Paul; New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Regina, is the tub repairable based on all the issues detailed in my original email below? I wonder if we may be better off transitioning this customer to the bigger tub. Thoughts?

Norm Murdock, CAPS, CSA
Vice President
firstSTREET for Boomers and Beyond, Inc
Phone: [303-222-3207](tel:303-222-3207)
Cell: [602-403-6267](tel:602-403-6267)
Email: norm.murdock@firststreetonline.com
Website: www.firststreetinc.com, www.firststreetonline.com



On Jul 15, 2014, at 9:33 AM, "Reyes, Regina" <Regina.Reyes@jacuzzi.com> wrote:

Hi Norm, I am following up on this issue with Kinzer. How would you like to proceed?

Regina Reyes
Customer Service Manager

<image001.jpg>
www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
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From: Reyes, Regina
Sent: Thursday, July 10, 2014 1:49 PM

002580

2

002580
APEN 0332

JACUZZI005499

002580

To: 'Norm Murdock'
Cc: Bachmeyer, Kurt; Martinez, Audrey; Nuanes, Deborah; Davis, Megan
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Norm, we researched the claim and talked to the service tech. After reviewing the details of this claim we have concluded that this type of damage is indicative of impact, it was originally noted in our file that the damage needed to be inspected to determine if the service is warranty related and how we will correct the problem. We dispatched a service agent out to inspect. The agent repaired the crack to the tub since he was on site, but the crack to the aromatherapy cup was not repaired since there was no backside access. We can move forward with a repair but due to the circumstances the tub will have to be removed we will cover the standard \$500.00 toward the removal, reinstallation, and repair charges involved with the service and any remaining charges will be your responsibility in accordance with the agreement.

Should we move forward?

Regina Reyes
 Customer Service Manager

<image001.jpg>
www.jacuzzi.com
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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 1:28 PM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: Re: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Ok thx guys.

Norm Murdock, CAPS, CSA
 Vice President
firstSTREET for Boomers and Beyond, Inc
 Phone: [303-222-3207](tel:303-222-3207)
 Cell: [602-403-6267](tel:602-403-6267)
 Email: norm.murdock@firststreetonline.com

789Z00

Website: www.firststreetinc.com, www.firststreetonline.com



On Jul 9, 2014, at 1:28 PM, "Reyes, Regina" <Regina.Reyes@jacuzzi.com> wrote:

Norm, we are working on this one. We collected some info, but we need to confirm what the problem is since we have conflicting reports of what is outstanding. I'll get back to you.

Regina Reyes
Customer Service Manager

<image005.jpg>
www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 8:50 AM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Regina-

See below. We have an issue with this Beldon customer. Can you please check the service history & see if there is a way the jets can be serviced without removing the tub?

Can we have another agent or RSM pay a visit to this customer?

If we schedule service for this customer, we would like to have the agent also apply the slip resistant coating...we will supply the product. 20 minute application. We will pay for this.

Happy to discuss by phone if you wish.

Thanks,

Norm Murdock, CAPS, CSA
Vice President

<image006.png>

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

<image007.jpg>

<image008.png> <image009.png>

From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 8:03 AM

To: Norm Murdock; DAVE MODENA

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Here you go Norm see the address below along with a more detailed laundry list of complaints. Shannon is ready to speak with someone to schedule an appointment...Thanks

- The floor, seats and walls of the tub are too slippery, Mr. Kinzer slips off the seat when in the tub and slips on floor when getting out
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- The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
301 988 0570

Paul Kinzer
16758 Spellman Rd
Fairplay, MD 21733
301 582 0442

Simona Reid-Robertson
 phone 804-451-2309
 fax 804-524-9889
 firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Wednesday, July 09, 2014 9:54 AM

To: DAVE MODENA; SIMONA ROBERTSON

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
 Vice President

<image010.gif>

Phone: 303-222-3207

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Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

<image007.jpg>

<image011.gif> <image012.gif>

From: DAVE MODENA [<mailto:DAVE.MODENA@firstSTREETOnline.com>]

Sent: Wednesday, July 09, 2014 6:13 AM

To: SIMONA ROBERTSON; Norm Murdock

Cc: Todd Stout

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Norm.... Can we help them with both the slippery floor issue with the application that we now have and also get Jacuzzi to get the jets working as well Otherwise let us know what our other options are and do we need to get Beldon back in the mix in some fashion i.e. we may need to bill them for any costs we incur (I would also think that Jacuzzi would have to bear some of the costs if fixing a defective jet requires pulling out the tub).... Thanks

Dave Modena
 President - Aging In The Home Remodelers
 804-451-2314
 Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: SIMONA ROBERTSON
Sent: Tuesday, July 08, 2014 1:21 PM
To: DAVE MODENA
Cc: 'Todd Stout'
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

This was a Beldon install from Nov. He apparently has fallen while exiting the tub as his main complaint is that the floor is too slippery.
Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.
Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
[firstSTREET for Boomers and Beyond](#)

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@alhremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM
To: STACY HACKNEY; DAVE MODENA

Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aihremodelers.com>]
Sent: Thursday, July 03, 2014 12:24 PM
To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson
Production Manager

Aging In The Home Remodelers
 Office: 720.504.0126
 Extension: 3197
 Direct: 720.477.1719
 Toll Free: 1.888.926.8095
 Fax: 720.477.1719
 Email: Ashley.davidson@aihremodelers.com
 Mailing: 1460 W Canal Ct STE 102
 Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]
Sent: Thursday, July 03, 2014 12:00 PM
To: Ashley Davidson
Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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Subject: Re: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Ok thx guys.

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<image005.jpg>
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Happy to discuss by phone if you wish.

Thanks,

Norm Murdock, CAPS, CSA

Vice President

<image006.png>

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069Z00

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[firstSTREET for Boomers and Beyond](http://firstSTREETforBoomersandBeyond)

269200

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Ashley Davidson
Production Manager
Aging In The Home Remodelers

Office: 720.504.0126
Extension: 3197
Direct: 720.477.1719
Toll Free: 1.888.926.8095
Fax: 720.477.1719
Email: Ashley.davidson@aiahremodelers.com
Mailing: 1460 W Canal Ct STE 102
Littleton, CO. 80120

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Phone: 303-222-3207

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Website: www.firststreetinc.com, www.firststreetonline.com

designed for SENIORS®



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301 988 0570

002595

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16758 Spellman Rd
Fairplay, MD 21733
301 582 0442

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Vice President



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Cc: Todd Stout
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Norm.... Can we help them with both the slippery floor issue with the application that we now have and also get Jacuzzi to get the jets working as well Otherwise let us know what our other options are and do we need to get Beldon back in the mix in some fashion i.e. we may need to bill them for any costs we incur (I would also think that Jacuzzi would have to bear some of the costs if fixing a defective jet requires pulling out the tub).... Thanks

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: SIMONA ROBERTSON
Sent: Tuesday, July 08, 2014 1:21 PM
To: DAVE MODENA
Cc: 'Todd Stout'
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

This was a Beldon install from Nov. He apparently has fallen while exiting the tub as his main complaint is that the floor is too slippery.
Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.
Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
[firstSTREET for Boomers and Beyond](http://firststreetforboomersandbeyond.com)

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
President - Aging In The Home Remodelers

804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aihremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM
To: STACY HACKNEY; DAVE MODENA
Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aihremodelers.com>]
Sent: Thursday, July 03, 2014 12:24 PM
To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson

Production Manager

Aging In The Home Remodelers
Office: 720.504.0126
Extension: 3197
Direct: 720.477.1719
Toll Free: 1.888.926.8095
Fax: 720.477.1719
Email: Ashley.davidson@aihremodelers.com
Mailing: 1460 W Canal Ct STE 102
Littleton, CO. 80120

From: RingCentral [mailto:notify@ringcentral.com]
Sent: Thursday, July 03, 2014 12:00 PM
To: Ashley Davidson
Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

From:

(301) 988-0570

Received:

Thursday, July 03, 2014 at 11:59 AM

Length:

00:39

To:

(720) 477-1719 (Ashley Davidson)

To listen to this message, open the attachment or use [RingCentral Mobile App \(download\)](#) to have instant access to all your messages on the go.

Thank you for using [RingCentral](#).

From: Davis, Megan
Sent: Wednesday, July 09, 2014 12:17 PM
To: Bachmeyer, Kurt; Fontana, Andy; Reyes, Regina; Noel, Steve; Rojas, Miguel
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Kirt,

We actually had Betz out to look at and service the unit on two seprate occations and both of them indicate the crack is at and on the aroma can. The customer even reffered to the area as the 'sent can'. I am pretty sure the issue is on the aroma therapy, but I am more than happy to double check with the customer if you like.

Thank you,
Megan

FINISH REPAIR WARRANTY WORK AUTHORIZATION CLAIM FORM																													
PROBLEM REPORTED Describe: <u>CRACK IN RIM</u>																													
SERVICE PERFORMED Describe: <u>Replaced 3" CRACK AT ALUMINUM RING</u> On: <u>1-30-14</u> (Date) <u>Tap Ram -</u>																													
Proper Installation ☐ Y ☒ N Service Access Provided ☐ Y ☒ N																													
INSPECTION RESULTS Describe Damage Found: _____ Estimate To Repair: _____ Cause Of Damage: _____ BY: _____																													
Indicate Location Of Damage:  																													
CERTIFICATION Owner: I certify the information supplied to be correct and the work to have been performed satisfactorily Signature: _____ Date: _____ Contractor: _____ Signature: <u>[Signature]</u> Date: <u>2-6-14</u>																													
OWNER INFORMATION Name: <u>Paul Kinser</u> NO: <u>369361</u> F Address: <u>16758 Shelman Rd</u> Phone: <u>801-582-0442</u> City: <u>Farmington</u> State: <u>MD</u> Zip: <u>21733</u>																													
WARRANTY INFORMATION Model No: <u>6650-958</u> Model Name: <u>WAC-10 Tub</u> Serial No: <u>BDHNZU</u> Date Purchased: <u>12/14/13</u> Date Service Requested: <u>1-30-14</u> Date of Failure: <u>12/28/14</u> Describe exhaustive evidence supplied by owner for Proof of Purchase Invoice # _____ of Date of Occupancy _____																													
WARRANTY CHARGES SPECIAL AUTHORIZATION # _____																													
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NOTE: NAME AND ACCOUNT NO. MUST BE PRESENT IN ORDER FOR CLAIM TO BE PROCESSED REMIT TO: <u>BATL ENT INC</u> ACCOUNT NO: <u>3085105</u> To: Name <u>BATL ENT INC</u> Address _____ City/State/Zip: <u>Highland MD 20777</u>																													
NOTICE: Under no circumstances may amounts claimed for warranty work be used to offset amounts owed Jacuzzi Whirlpool Bath. Payment for warranty work will be made only upon completed Warranty Authorization Claim Form received by Jacuzzi Whirlpool Bath within forty-five (45) days after warranty work is performed. Derivative Warranty Work Authorization Claim Form 338 1031302000																													
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Yes	No																												

Jacuzzi Luxury Bath Warranty Work Claim Form

118513A

1. Reported Problem Date: 2-6-14 Description: ACCOMMODATION DISAPPEAR UNDER BATH

5. Owner Contact Information

Name: Paul Kinsman
 Address: 16758 Sp. Main Rd State: MD Zip: 21733
 City: Frederick
 Owner's Phone: 301-582-0442
 Home/Business Name (if applicable):
 Owner Type: ☐ Builder ☐ Distributor ☐ Home Owner

2. Services Performed Date: 2-19-14 Model failure code in table below and describe failure: CANCELLED CAN NOT BE REPAIREDWILL TRIP INSTALLED NO GREENTHAN RED LIGHT

Electrical/Mechanical Failures And Codes			
All Electrical Systems	BA	Control Jet Mass (complete diagram 3 below)	EM
Batteries Control System	H	Pulsing Leak (Gulf)	K
Manual Air Control Valve	A	Pulsing Leak (Oxygen Filling)	L
Diaphragm	QZ	Pump Head/Inlet	T
Screen	ACI	Pump Motor	SE
Heater	U	Tubing Leak (Rigid Shield)	TLS
		Tubing Leak (Flex Break)	TUF

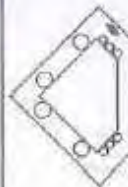
Proper Installation: Yes ☐ No ☐Service Access: Yes ☐ No ☐

Comments:

RECEIVED
MAR 24 2014

3. Failure Analysis Diagram

Circle defective parts in diagram (right). Designate top row jets as "A" and bottom row jets as "B" when stopped.



4. Product Information

Model #: L4550-959 Serial #: BDHNZLW
 Model Name: 1st ST AQUA-1 MFG #: 1311-01
 Failure Date: 2-4-14 Occupant Purchase Date: 12-14-13

Factory Use Only

Date Received/Form Complete: _____
 Date Received/Form Complete (Notified Agency): _____
 Inspected by: _____

Distribution Copies: JAB Copy ☐ ASA Copy ☐ Customer Copy ☐ Parts Room Copy ☐

6. Service Contractor Information

Address: 30857070 State: MD Zip: 20777
 City: Hyattsville

Payment for warranty work will be deposited upon receipt of completed Warranty Work Claim Form approved by Jacuzzi Luxury Bath within forty-five (45) days after the warranty work is performed. Defective Warranty work claim forms will not be accepted.

7. Warranty Charges

Standard Trip Charge:	Hours x	Per Hour:	140 -
Labor:	1	145 -	
Travel:	2	Per Hour: 30 -	
Total:	116	Per Mile: 45 -	522.20
Total Labor & Travel:			197.20

Part Number Used (All parts used must be identified)	Warranty Reimbursement \$	No Charge Order #

Warranty Reimbursement Total \$: 197.20Total Labor/Travel Charge \$: 197.20

Special Pre Authorization # (Factory Approved):

Signature: MANA GUEVANA Date: 2-19-14

8. Certification

Owner I certify the information supplied to be correct and the work to have been performed satisfactorily.

Signature: _____ Date: _____

Service Description: I certify that the failure(s) is of the nature or type covered by JWB Warranty and was not caused by improper installation, handling or use.

Signature: MANA GUEVANA Date: 2-19-14

Page 18

From: Bachmeyer, Kurt
 Sent: Wednesday, July 09, 2014 12:10 PM

To: Fontana, Andy; Reyes, Regina; Davis, Megan; Noel, Steve; Rojas, Miguel
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Are we sure it's the Aroma Therapy that is cracked – do we know for certain or is it just leaking in this area.....reason I say this is because in Andy's photo shows an air-line as well and I'd hate to be tearing out the tub because the tubing fell below the water level and not it leaks.

Kurt Bachmeyer

Director of Customer Service



www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710
 909.247.2187 (o) 909.606.4270 (f)

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From: Fontana, Andy

Sent: Wednesday, July 09, 2014 11:46 AM

To: Reyes, Regina; Davis, Megan; Noel, Steve; Rojas, Miguel

Cc: Bachmeyer, Kurt

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Regina,

If the wall fitting is cracked, it has to be cut out of the piping from underneath. Unless there is access to the rear corner of the unit from another room, the tub has to be pulled. See the snapshot from the parts catalog below. C goes through the hole in the tub from the top. D is the nut that goes onto it from the bottom. Then these parts are glued to the blower piping. I'll bet this was lifted by that piping or hit during installation or carrying it. One thing we need to make sure of is that the wall fitting is cracked and not just the aroma therapy cartridge. I also attached a picture I took at the plant the last time we were there.

D	S73000, Plug, 1"	1			
E	0018000, Air Tubing, 3/8" I.D. (Not Shown)	1		See Note 1	
F	8538000, PVC Flex Pipe, 1" I.D. (Not Shown)	1		See Note 1	
Aromatherapy Plumbing Components					
NM01XXX*	Aromatherapy Cap	1			
LA85000	Aromatherapy Assembly Kit Includes:	1			
A	NM68000, Aromatherapy Cap O-Ring	1			
B	NP10000, Aromatherapy Fitting Body (Tee)	1			
C	NP11000, Aromatherapy Wall Fitting	1			
D	NP12000, Aromatherapy Nut	1			
E	NP13000, Aromatherapy Wall Fitting Gasket	1			
F	NP14000, 45 Elbow (1" Spigot x Slip)	1			
G	LA97000, Pipe Extender (1" I.D. x 1" O.D.)	2			
Aromatherapy Refill Cartridges					
A	NM85000, 12-Pack (French Lavender)	1			
B	NM86000, 12-Pack (Eucalyptus)	1			
C	NM87000, 12-Pack (Honey Mango)	1			
D	NM88000, 12-Pack (Piña Colada)	1			
E	NM89000, 12-Pack (Tahitian Vanilla)	1			
F	NM95000, 12-Pack (Midnight Jasmine)	1			
Air Manifold Components					
A	NN99000, 2-Port Cap (1" Slip x 3/8" Barb)	1			
B	NN45000, 4-Port Manifold (1" Spigot x 1" Slip)	2			
C	LA59000, Tee (3/8" 4-Way Barb)	1			
D	LA58000, Tee (3/8" 3-Way Barb)	1			
Air Injector Components (5230 Only)					
LL09XXX*	Air Injector Repair Kit Includes:	1			
A	NN43XXX*, Air Injector (8.3mm Face O.D.)	1			
B	NN42000, Air Injector Housing (T-Barb)	1			
C	NN41000, Air Injector Housing (L-Barb)	1			
D	NN78000, Flexible PVC Hose (3/8" X 12")	1			
E	NN75000, Rubber Washer	1		See Note 1	

Thanks

Andy

Andrew J. Fontana
Region Service Manager

Jacuzzi Luxury Bath
One Closter Commons PMB 118
Closter, NJ 07624

Cell: 201-310-7207
Fax: 732-746-3963
afontana@jacuzzi.com

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From: Reyes, Regina
Sent: Wednesday, July 09, 2014 2:25 PM
To: Davis, Megan; Fontana, Andy; Noel, Steve; Rojas, Miguel
Cc: Bachmeyer, Kurt
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

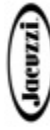
Megan, pay for someone to go out and take photos. Also, get as much detail from Betz as you can regarding the crack in the side of the tub. If this is related to installation we need proof. Also, mark this case for back bill, use the field "Service Charges to be billed to customer."

Once we get all the info we can move forward.

Does anyone have experience with replacing aroma therapy cartridge without removing the tub?



Regina Reyes
Customer Service Manager



www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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I tried Dan but he is on vacation until next week so I am unable to verify with him. I pulled the work order and crossed reference with Peggy, the issue is not about a jet. It seems the aroma cup has a large crack in it and from my past experience, the tub needs to be pulled in order to replace it.

Thank you,
Megan

CORE # LW50
SERIAL # BDHNZW
CLAIM STATUS: COMPLETE
DATE CLOSED 4/01/14
PARTS RETURNED
CLAIM # 369361 REPAIR AGENT # 30851050 SPEC AUTH #

FAILURE CODES	FF	ACR	FA3	CLAIM TYPE	FF	PROP INS	SRV ACC
---------------	----	-----	-----	------------	----	----------	---------

OTHER DESC R2 3" FA3@ AROMA AREA

[illegible]
$$E = \text{EST AMT}$$

CORE # LW50
SERIAL # BDHNZW
DATE CLOSED 4/01/14
PARTS RETURNED
CLAIM STATUS: COMPLETE

709Z00

CLAIM # 118513A REPAIR AGENT # 30851070 SPEC AUTH #

PURCHASE DATE 12/14/13 FAILURE DATE 2/19/14 CLAIM DATE 3/24/14
OWNERS NAME KINZER ,PAUL ZIP CODE

FAILURE CODES OTH FF IO CLAIM TYPE MF PROP INS SRV ACC
FAILURE, OTHER

OTHER DESC INSP- AROMA NEEDS REPLACED

- - - - - DOLLAR AMOUNTS - - - - -

FINISH	PARTS	LABOR	TRAVEL	OTHER	TOTAL
.00	.00	100.00	97.20	.00	197.20
					A A = ACT AMT
					E = EST AMT

From: Reyes, Regina
Sent: Wednesday, July 09, 2014 10:21 AM
To: Davis, Megan; Fontana, Andy
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Megan can you call Dan Betz and get some detail on this one?

Regina Reyes
Customer Service Manager



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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 8:50 AM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Regina-

See below. We have an issue with this Beldon customer. Can you please check the service history & see if there is a way the jets can be serviced without removing the tub?

Can we have another agent or RSM pay a visit to this customer?

If we schedule service for this customer, we would like to have the agent also apply the slip resistant coating...we will supply the product. 20 minute application. We will pay for this.

Happy to discuss by phone if you wish.

Thanks,

Norm Murdock, CAPS, CSA
Vice President

firstSTREET
For Boomers and Beyond

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

designed for SENIORS®



From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETOnline.com>]

Sent: Wednesday, July 09, 2014 8:03 AM

To: Norm Murdock; DAVE MODENA

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Here you go Norm see the address below along with a more detailed laundry list of complaints. Shannon is ready to speak with someone to schedule an appointment... Thanks

- The floor, seats and walls of the tub are too slippery, Mr. Kinzer slips off the seat when in the tub and slips on floor when getting out
- The grab bar is slippery; Mr. Kinzer's hands slip when grabbing the bar
- The water temperature fluctuates when the tub is filling and when the shower is on but it doesn't fluctuate when using the other tubs in the home.
- The shower doesn't stay on

-The jets are not working- a technician from Betz repair came out twice (2/16/14 & 2/19/14) and stated that the tub would have to be removed to access the jets for repair

-The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
301 988 0570

Paul Kinzer
16758 Speilman Rd
Fairplay, MD 21733
301 582 0442

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 9:54 AM
To: DAVE MODENA; SIMONA ROBERTSON
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
Vice President



Phone: 303-222-3207
Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com
 Website: www.firststreetinc.com, www.firststreetonline.com

designed for SENIORS®



From: DAVE MODENA [<mailto:DAVE.MODENA@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 6:13 AM

To: SIMONA ROBERTSON; Norm Murdock

Cc: Todd Stout

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Norm.... Can we help them with both the slippery floor issue with the application that we now have and also get Jacuzzi to get the jets working as well Otherwise let us know what our other options are and do we need to get Beldon back in the mix in some fashion i.e. we may need to bill them for any costs we incur (I would also think that Jacuzzi would have to bear some of the costs if fixing a defective jet requires pulling out the tub).... Thanks

Dave Modena

President - Aging In The Home Remodelers

804-451-2314

Sr. V.P. firstSTREET for Boomers & Beyond

www.firststreetonline.com

From: SIMONA ROBERTSON

Sent: Tuesday, July 08, 2014 1:21 PM

To: DAVE MODENA

Cc: 'Todd Stout'

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

This was a Beldon install from Nov. He apparently has fallen while exiting the tub as his main complaint is that the floor is too slippery.
Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.
Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson

phone 804-451-2309

fax 804-524-9889

firstSTREET for Boomers and Beyond

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
 President - Aging In The Home Remodelers
 804-451-2314
 Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aiahremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM
To: STACY HACKNEY; DAVE MODENA
Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP ... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aiahremodelers.com>]
Sent: Thursday, July 03, 2014 12:24 PM
To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson
Production Manager

Aging In The Home Remodelers

Office: 720.504.0126
Extension: 3197
Direct: 720.477.1719
Toll Free: 1.888.926.8095
Fax: 720.477.1719
Email: Ashley.davidson@aiahremodelers.com
Mailing: 1460 W Canal Ct STE 102
Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]
Sent: Thursday, July 03, 2014 12:00 PM
To: Ashley Davidson
Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

From: (301) 988-0570
Received: Thursday, July 03, 2014 at 11:59 AM
Length: 00:39
To: (720) 477-1719 (Ashley Davidson)

To listen to this message, open the attachment or use [RingCentral Mobile App \(download\)](#) to have instant access to all your messages on the go.

Thank you for using [RingCentral](#).

From: Davis, Megan
Sent: Wednesday, July 09, 2014 11:56 AM
To: Reyes, Regina; Fontana, Andy; Noel, Steve; Rojas, Miguel
Cc: Bachmeyer, Kurt
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Regina,
I can send Betz back out, but the original crack that surrounded the aroma cup was repaired back in April. I asked Peggy to double check with Dan to make sure he didn't get pictures prior to completing the repair.

Thank you,
Megan

From: Reyes, Regina
Sent: Wednesday, July 09, 2014 11:25 AM
To: Davis, Megan; Fontana, Andy; Noel, Steve; Rojas, Miguel
Cc: Bachmeyer, Kurt
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Megan, pay for someone to go out and take photos. Also, get as much detail from Betz as you can regarding the crack in the side of the tub. If this is related to installation we need proof. Also, mark this case for back bill, use the field "Service Charges to be billed to customer."

Once we get all the info we can move forward.

Does anyone have experience with replacing aroma therapy cartridge without removing the tub?



Regina Reyes

Customer Service Manager



www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Davis, Megan
Sent: Wednesday, July 09, 2014 11:10 AM
To: Reyes, Regina; Fontana, Andy
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Regina,
I tried Dan but he is on vacation until next week so I am unable to verify with him. I pulled the work order and crossed reference with Peggy, the issue is not about a jet. It seems the aroma cup has a large crack in it and from my past experience, the tub needs to be pulled in order to replace it.
Thank you,
Megan

WARRANTY CLAIMS INQUIRY

CORE # LW50 DATE CLOSED 4/01/14
SERIAL # BDHNZW PARTS RETURNED
 CLAIM STATUS: COMPLETE
CLAIM # 369361 REPAIR AGENT # 30851050 SPEC AUTH #

PURCHASE DATE 12/14/13 FAILURE DATE 2/06/14 CLAIM DATE 3/24/14
OWNERS NAME KINZER ,PAUL ZIP CODE

FAILURE CODES FF ACR FA3 CLAIM TYPE FF PROP INS SRV ACC
FINISH FAILURE
OTHER DESC R2 3" FA3@ AROMA AREA

- - - - - DOLLAR AMOUNTS - - - - -
FINISH PARTS LABOR TRAVEL OTHER TOTAL
.00 .00 200.00 50.00 .00 250.00 A A = ACT AMT
E = EST AMT

PARTS USED FOR REPAIR

CORE # LW50
SERIAL # BDHNZW
CLAIM STATUS: COMPLETE
DATE CLOSED 4/01/14
PARTS RETURNED
CLAIM # 118513A REPAIR AGENT # 30851070 SPEC AUTH #

FAILURE CODES	OTH	FF	IO	CLAIM TYPE	MF	PROP	INS	SRV	ACC
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OTHER DESC INSP- AROMA NEEDS REPLACED

----- DOLLAR AMOUNTS -----

FINISH	PARTS	LABOR	TRAVEL	OTHER	TOTAL
1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30
31	32	33	34	35	36
37	38	39	40	41	42
43	44	45	46	47	48
49	50	51	52	53	54
55	56	57	58	59	60
61	62	63	64	65	66
67	68	69	70	71	72
73	74	75	76	77	78
79	80	81	82	83	84
85	86	87	88	89	90
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97	98	99	100	101	102
103	104	105	106	107	108
109	110	111	112	113	114
115	116	117	118	119	120
121	122	123	124	125	126
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391	392	393	394	395	396
397	398	399	400	401	402
403	404	405	406	407	

.00	.00	100.00	97.20	.00	197.20	A A = ACT AMT
.00	.00	100.00	97.20	.00	197.20	A A = ACT AMT

$$E = \text{EST AMT}$$

From: Reyes, Regina
Sent: Wednesday, July 09, 2014 10:21 AM
To: Davis, Megan; Fontana, Andy
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Megan can you call Dan Betz and get some detail on this one?

Regina Reyes
Customer Service Manager



www.jacuzzi.com
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919Z00

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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Wednesday, July 09, 2014 8:50 AM

To: Reyes, Regina

Cc: Bachmeyer, Kurt; Martinez, Audrey

Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Importance: High

Regina-

See below. We have an issue with this Beldon customer. Can you please check the service history & see if there is a way the jets can be serviced without removing the tub?

Can we have another agent or RSM pay a visit to this customer?

If we schedule service for this customer, we would like to have the agent also apply the slip resistant coating...we will supply the product. 20 minute application. We will pay for this.

Happy to discuss by phone if you wish.

Thanks,

Norm Murdock, CAPS, CSA
Vice President

firstSTREET
for Boomers and Beyond

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETonline.com>]
Sent: Wednesday, July 09, 2014 8:03 AM
To: Norm Murdock; DAVE MODENA
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Here you go Norm see the address below along with a more detailed laundry list of complaints. Shannon is ready to speak with someone to schedule an appointment... Thanks

- The floor, seats and walls of the tub are too slippery, Mr. Kinzer slips off the seat when in the tub and slips on floor when getting out
- The grab bar is slippery; Mr. Kinzer's hands slip when grabbing the bar
- The water temperature fluctuates when the tub is filling and when the shower is on but it doesn't fluctuate when using the other tubs in the home.
- The shower doesn't stay on
- The jets are not working- a technician from Betz repair came out twice (2/16/14 & 2/19/14) and stated that the tub would have to be removed to access the jets for repair
- The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
301 988 0570

Paul Kinzer
16758 Spellman Rd
Fairplay, MD 21733
301 582 0442

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 9:54 AM
To: DAVE MODENA; SIMONA ROBERTSON
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
Vice President



Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

designed for SENIORS®



From: DAVE MODENA [<mailto:DAVE.MODENA@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 6:13 AM

To: SIMONA ROBERTSON; Norm Murdock

Cc: Todd Stout

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Norm.... Can we help them with both the slippery floor issue with the application that we now have and also get Jacuzzi to get the jets working as well Otherwise let us know what our other options are and do we need to get Beldon back in the mix in some fashion i.e. we may need to bill them for any costs we incur (I would also think that Jacuzzi would have to bear some of the costs if fixing a defective jet requires pulling out the tub).... Thanks

Dave Modena

President - Aging In The Home Remodelers

804-451-2314

Sr. V.P. firstSTREET for Boomers & Beyond

www.firststreetonline.com

From: SIMONA ROBERTSON

Sent: Tuesday, July 08, 2014 1:21 PM

To: DAVE MODENA

Cc: 'Todd Stout'

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

This was a Beldon install from Nov. He apparently has fallen while exiting the tub as his main complaint is that the floor is too slippery.
Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.
Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
[firstSTREET for Boomers and Beyond](#)

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aihremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM
To: STACY HACKNEY; DAVE MODENA
Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aihremodelers.com>]
Sent: Thursday, July 03, 2014 12:24 PM

To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson

Production Manager

Aging In The Home Remodelers

Office: 720.504.0126

Extension: 3197

Direct: 720.477.1719

Toll Free: 1.888.926.8095

Fax: 720.477.1719

Email: Ashley.davidson@aiahremodelers.com

Mailing: 1460 W Canal Ct STE 102

Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]

Sent: Thursday, July 03, 2014 12:00 PM

To: Ashley Davidson

Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

From:

(301) 988-0570

Received:

Thursday, July 03, 2014 at 11:59 AM

Length:

00:39

To:

(720) 477-1719 (Ashley Davidson)

To listen to this message, open the attachment or use [RingCentral Mobile App \(download\)](#) to have instant access to all your messages on the go.

Thank you for using [RingCentral](#).

--	--

From: Fontana, Andy
Sent: Wednesday, July 09, 2014 11:46 AM
To: Reyes, Regina; Davis, Megan; Noel, Steve; Rojas, Miguel
Cc: Bachmeyer, Kurt
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Attachments: 337.JPG

Regina,

If the wall fitting is cracked, it has to be cut out of the piping from underneath. Unless there is access to the rear corner of the unit from another room, the tub has to be pulled. See the snapshot from the parts catalog below. C goes through the hole in the tub from the top. D is the nut that goes onto it from the bottom. Then these parts are glued to the blower piping. I'll bet this was lifted by that piping or hit during installation or carrying it. One thing we need to make sure of is that the wall fitting is cracked and not just the aroma therapy cartridge. I also attached a picture I took at the plant the last time we were there.

£29200

D	S73000, Plug, 1"	1			
E	0018000, Air Tubing, 3/8" I.D. (Not Shown)	1			See Note 1
F	8538000, PVC Flex Pipe, 1" I.D. (Not Shown)	1			See Note 1
Aromatherapy Plumbing Components					
NM01XXX*	Aromatherapy Cap	1			
LA85000	Aromatherapy Assembly Kit Includes:	1			
A	NM68000, Aromatherapy Cap O-Ring	1			
B	NP10000, Aromatherapy Fitting Body (Tee)	1			
C	NP11000, Aromatherapy Wall Fitting	1			
D	NP12000, Aromatherapy Nut	1			
E	NP13000, Aromatherapy Wall Fitting Gasket	1			
F	NP14000, 45 Elbow (1" Spigot x Slip)	1			
G	LA97000, Pipe Extender (1" I.D. x 1" O.D.)	2			
Aromatherapy Refill Cartridges					
A	NM85000, 12-Pack (French Lavender)	1			
B	NM86000, 12-Pack (Eucalyptus)	1			
C	NM87000, 12-Pack (Honey Mango)	1			
D	NM88000, 12-Pack (Piña Colada)	1			
E	NM89000, 12-Pack (Tahitian Vanilla)	1			
F	NM95000, 12-Pack (Midnight Jasmine)	1			
Air Manifold Components					
A	NN99000, 2-Port Cap (1" Slip x 3/8" Barb)	1			
B	NN45000, 4-Port Manifold (1" Spigot x 1" Slip)	2			
C	LA59000, Tee (3/8" 4-Way Barb)	1			
D	LA58000, Tee (3/8" 3-Way Barb)	1			
Air Injector Components (5230 Only)					
LL09XXX*	Air Injector Repair Kit Includes:	1			
A	NN43XXX*, Air Injector (8.3mm Face O.D.)	1			
B	NN42000, Air Injector Housing (T-Barb)	1			
C	NN41000, Air Injector Housing (L-Barb)	1			
D	NN78000, Flexible PVC Hose (3/8" X 12")	1			See Note 1
E	NN75000, Rubber Washer	1			

Thanks

Andy

Andrew J. Fontana
Region Service Manager

Jacuzzi Luxury Bath
One Closter Commons PMB 118
Closter, NJ 07624

Cell: 201-310-7207
Fax: 732-746-3963
afontana@jacuzzi.com

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SERIAL # BDHNZW
CLAIM STATUS: COMPLETE
DATE CLOSED 4/01/14
PARTS RETURNED
CLAIM # 369361 REPAIR AGENT # 30851050 SPEC AUTH #

PURCHASE DATE	12/14/13	FAILURE DATE	2/06/14	CLAIM DATE	3/24/14
OWNERS NAME	KINZER	PAUL	ZIP CODE		

FAILURE CODES	FF	ACR	FA3	CLAIM TYPE	FF	PROP INS	SRV ACC
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FINISH FAILURE

OTHER DESC R2 3" FA3@ AROMA AREA

-----DOLLAR AMOUNTS-----)

FINISH	PARTS	LABOR	TRAVEL	OTHER	TOTAL
.00	.00	200.00	50.00	.00	250.00
					A = ACT AMT
					E = EST AMT

$$E = \text{EST AMT}$$

PARTS USED FOR REPAIR

WARRANTY CLAIMS INQUIRY

CORE # LW50
SERIAL # BDHNZW
DATE CLOSED 4/01/14
PARTS RETURNED
CLAIM STATUS: COMPLETE

CLAIM # 118513A REPAIR AGENT # 30851070 SPEC AUTH #

PURCHASE DATE 12/14/13 FAILURE DATE 2/19/14 CLAIM DATE 3/24/14
OWNERS NAME KINZER ,PAUL ZIP CODE

FAILURE CODES OTH FF IO CLAIM TYPE MF PROP INS SRV ACC
FAILURE, OTHER

OTHER DESC INSP- AROMA NEEDS REPLACED

- - - - - DOLLAR AMOUNTS - - - - -

FINISH	PARTS	LABOR	TRAVEL	OTHER	TOTAL
.00	.00	100.00	97.20	.00	197.20

A A = ACT AMT

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Customer Service Manager



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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 8:50 AM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
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Thanks,

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Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETOnline.com>]

Sent: Wednesday, July 09, 2014 8:03 AM

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Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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-The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
301 988 0570

Paul Kinzer
16758 Speilman Rd
Fairplay, MD 21733
301 582 0442

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
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To: DAVE MODENA; SIMONA ROBERTSON
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
Vice President



Phone: 303-222-3207
Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com
 Website: www.firststreetinc.com, www.firststreetonline.com

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Cc: Todd Stout

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President - Aging In The Home Remodelers

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www.firststreetonline.com

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At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson

phone 804-451-2309

fax 804-524-9889

firstSTREET for Boomers and Beyond

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
 President - Aging In The Home Remodelers
 804-451-2314
 Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aiahremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM
To: STACY HACKNEY; DAVE MODENA
Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP ... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aiahremodelers.com>]
Sent: Thursday, July 03, 2014 12:24 PM
To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson
Production Manager

Aging In The Home Remodelers

Office: 720.504.0126
Extension: 3197
Direct: 720.477.1719
Toll Free: 1.888.926.8095
Fax: 720.477.1719
Email: Ashley.davidson@aiahremodelers.com
Mailing: 1460 W Canal Ct STE 102
Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]
Sent: Thursday, July 03, 2014 12:00 PM
To: Ashley Davidson
Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

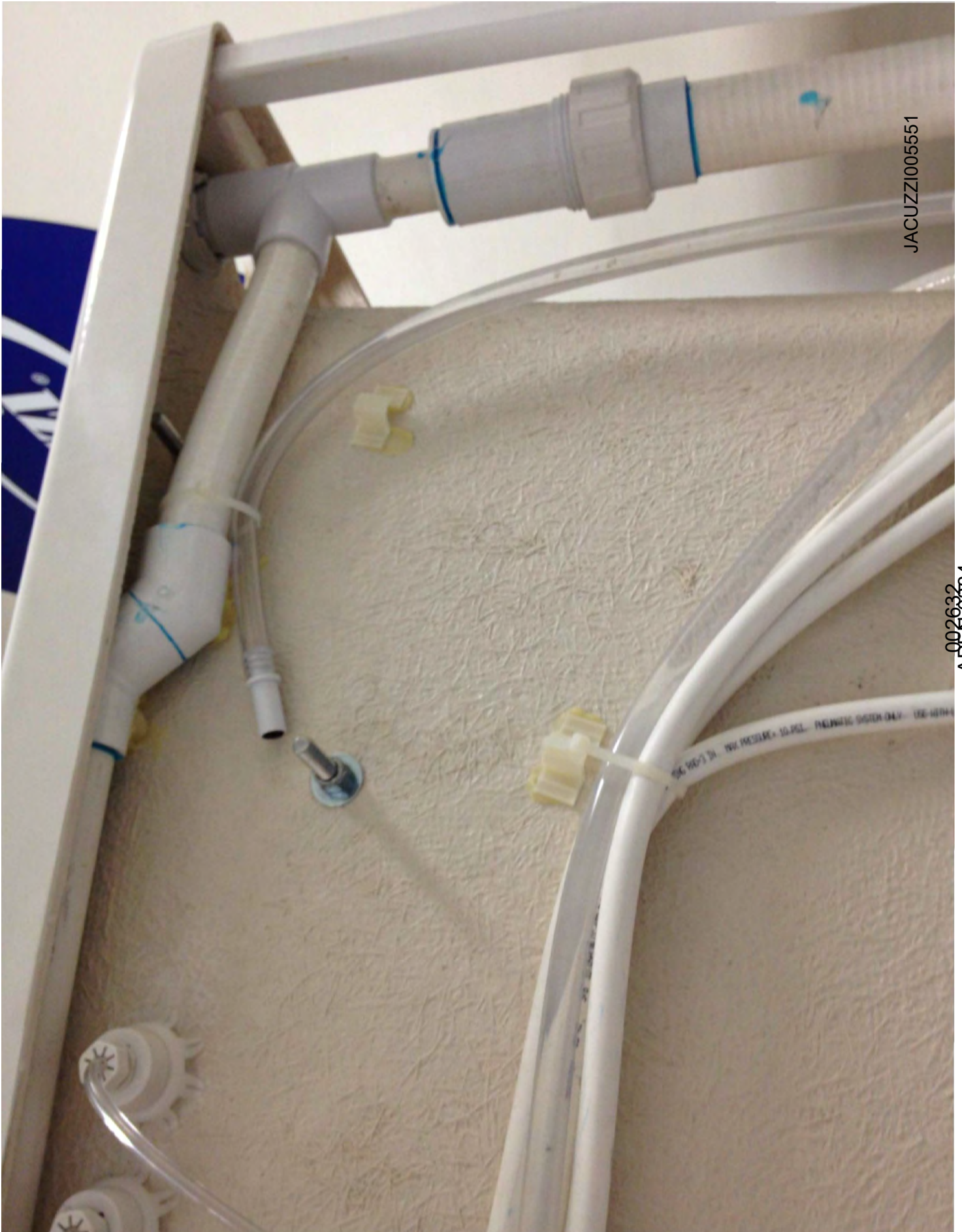
You Have a New Voice Message

From: (301) 988-0570
Received: Thursday, July 03, 2014 at 11:59 AM
Length: 00:39
To: (720) 477-1719 (Ashley Davidson)

To listen to this message, open the attachment or use [RingCentral Mobile App \(download\)](#) to have instant access to all your messages on the go.

Thank you for using [RingCentral](#).

002632



JACUZZI005551

002632
APEN 0384

From: Rojas, Miguel
Sent: Wednesday, July 09, 2014 11:45 AM
To: Reyes, Regina; Davis, Megan; Fontana, Andy; Noel, Steve
Cc: Bachmeyer, Kurt
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You will need access to the underside of the aromatherapy wall fitting because it will need to be cut out from the plumbing since it does have a nut that holds it against the shell and it is also glued into the plumbing.

Miguel Rojas
Regional Service Manager-Western Region



3380 La Sierra Ave Suite 104-420
Riverside CA, 92503
Cell/MSG 909-904-7559
Fax 877-489-1449

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From: Reyes, Regina
Sent: Wednesday, July 09, 2014 11:25 AM
To: Davis, Megan; Fontana, Andy; Noel, Steve; Rojas, Miguel
Cc: Bachmeyer, Kurt
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Megan, pay for someone to go out and take photos. Also, get as much detail from Betz as you can regarding the crack in the side of the tub. If this is related to installation we need proof. Also, mark this case for back bill, use the field "Service Charges to be billed to customer."

Once we get all the info we can move forward.

Does anyone have experience with replacing aroma therapy cartridge without removing the tub?

002634

Current Repairing Order/Contact Name	Tracking Number	00000
Claim Number	Track Order	12345
Serial Number		
Technical Reference		
▼ Concierge Services		
Order Customer Estimated	Service Date	7/8/2014
Service Charges to be billed to Customer	Bill Amount Due	
▼ System Information		

Regina Reyes

Customer Service Manager



www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710

909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT

909.247.2551 (f)

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From: Davis, Megan

Sent: Wednesday, July 09, 2014 11:10 AM

To: Reyes, Regina; Fontana, Andy

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Regina,

I tried Dan but he is on vacation until next week so I am unable to verify with him. I pulled the work order and crossed reference with Peggy, the issue is not about a jet. It seems the aroma cup has a large crack in it and from my past experience, the tub needs to be pulled in order to replace it.

Thank you,

Megan

WARRANTY CLAIMS INQUIRY

CORE # LW50

DATE CLOSED 4/01/14

SERIAL # BDHNZW

PARTS RETURNED

CLAIM STATUS: COMPLETE

CLAIM # 369361 REPAIR AGENT # 30851050 SPEC AUTH #

PURCHASE DATE 12/14/13 FAILURE DATE 2/06/14 CLAIM DATE 3/24/14

OWNERS NAME KINZER

,PAUL

ZIP CODE

002634

2

002634
APEN 0386

JACUZZI005553

002634

939Z00

FAILURE CODES FF ACR FA3 CLAIM TYPE FF PROP INS SRV ACC
FINISH FAILURE
OTHER DESC R2 3" FA3@ AROMA AREA
- - - - - DOLLAR AMOUNTS - - - - -
FINISH PARTS LABOR TRAVEL OTHER TOTAL
.00 .00 200.00 50.00 .00 250.00 A A = ACT AMT
E = EST AMT
PARTS USED FOR REPAIR

WARRANTY CLAIMS INQUIRY
CORE # LW50 DATE CLOSED 4/01/14
SERIAL # BDHNZW PARTS RETURNED
CLAIM STATUS: COMPLETE
CLAIM # 118513A REPAIR AGENT # 30851070 SPEC AUTH #
PURCHASE DATE 12/14/13 FAILURE DATE 2/19/14 CLAIM DATE 3/24/14
OWNERS NAME KINZER ,PAUL ZIP CODE
FAILURE CODES OTH FF IO CLAIM TYPE MF PROP INS SRV ACC
FAILURE, OTHER
OTHER DESC INSP- AROMA NEEDS REPLACED
- - - - - DOLLAR AMOUNTS - - - - -
FINISH PARTS LABOR TRAVEL OTHER TOTAL
.00 .00 100.00 97.20 .00 197.20 A A = ACT AMT
E = EST AMT

From: Reyes, Regina
Sent: Wednesday, July 09, 2014 10:21 AM
To: Davis, Megan; Fontana, Andy
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Megan can you call Dan Betz and get some detail on this one?

Regina Reyes
Customer Service Manager



www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Wednesday, July 09, 2014 8:50 AM

To: Reyes, Regina

Cc: Bachmeyer, Kurt; Martinez, Audrey

Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Importance: High

Regina-

See below. We have an issue with this Beldon customer. Can you please check the service history & see if there is a way the jets can be serviced without removing the tub?

Can we have another agent or RSM pay a visit to this customer?

If we schedule service for this customer, we would like to have the agent also apply the slip resistant coating...we will supply the product. 20 minute application. We will pay for this.

Happy to discuss by phone if you wish.

Thanks,

Norm Murdock, CAPS, CSA
Vice President

firstSTREET
for Boomers and Beyond

Phone: 303-222-3207
Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com
 Website: www.firststreetinc.com, www.firststreetonline.com

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From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETonline.com>]
Sent: Wednesday, July 09, 2014 8:03 AM
To: Norm Murdock; DAVE MODENA
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Here you go Norm see the address below along with a more detailed laundry list of complaints. Shannon is ready to speak with someone to schedule an appointment... Thanks

- The floor, seats and walls of the tub are too slippery, Mr. Kinzer slips off the seat when in the tub and slips on floor when getting out
- The grab bar is slippery; Mr. Kinzer's hands slip when grabbing the bar
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- The shower doesn't stay on
- The jets are not working- a technician from Betz repair came out twice (2/16/14 & 2/19/14) and stated that the tub would have to be removed to access the jets for repair
- The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
 301 988 0570

Paul Kinzer
 16758 Speilman Rd
 Fairplay, MD 21733
 301 582 0442

Simona Reid-Robertson
 phone 804-451-2309
 fax 804-524-9889
 firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, July 09, 2014 9:54 AM

To: DAVE MODENA; SIMONA ROBERTSON
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
 Vice President



Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: DAVE MODENA [<mailto:DAVE.MODENA@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 6:13 AM

To: SIMONA ROBERTSON; Norm Murdock

Cc: Todd Stout

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Norm.... Can we help them with both the slippery floor issue with the application that we now have and also get Jacuzzi to get the jets working as well Otherwise let us know what our other options are and do we need to get Beldon back in the mix in some fashion i.e. we may need to bill them for any costs we incur (I would also think that Jacuzzi would have to bear some of the costs if fixing a defective jet requires pulling out the tub).... Thanks

Dave Modena

President - Aging In The Home Remodelers
 804-451-2314

Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: SIMONA ROBERTSON

Sent: Tuesday, July 08, 2014 1:21 PM

To: DAVE MODENA

Cc: 'Todd Stout'

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

This was a Beldon install from Nov. He apparently has fallen while exiting the tub as his main complaint is that the floor is too slippery.

Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.

Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

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Importance: High

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804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
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From: Todd Stout [<mailto:todd.stout@aihremodelers.com>]
Sent: Thursday, July 03, 2014 2:48 PM
To: STACY HACKNEY; DAVE MODENA
Cc: Nick Fawkes
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP... I don't think it one of AIHR installs...

Todd

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To: Todd Stout
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson
Production Manager

Aging In The Home Remodelers
Office: 720.504.0126
Extension: 3197
Direct: 720.477.1719
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Fax: 720.477.1719
Email: Ashley.davidson@aihremodelers.com
Mailing: 1460 W Canal Ct STE 102
Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]
Sent: Thursday, July 03, 2014 12:00 PM
To: Ashley Davidson
Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

From: (301) 988-0570
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Thank you for using [RingCentral](#).



From: Reyes, Regina
Sent: Wednesday, July 09, 2014 9:06 AM
To: 'Norm Murdock'
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Norm, I will look into this.

Regina Reyes

Customer Service Manager



www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Norm Murdock [mailto:norm.murdock@aihremodelers.com]
Sent: Wednesday, July 09, 2014 8:50 AM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Regina-

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Can we have another agent or RSM pay a visit to this customer?

If we schedule service for this customer, we would like to have the agent also apply the slip resistant coating...we will supply the product. 20 minute application. We will pay for this.

Happy to discuss by phone if you wish.

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Website: www.firststreetinc.com, www.firststreetonline.com

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From: SIMONA ROBERTSON [mailto:SIMONA.ROBERTSON@firstSTREETOnline.com]

Sent: Wednesday, July 09, 2014 8:03 AM

To: Norm Murdock; DAVE MODENA

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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-The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
301 988 0570

Paul Kinzer
16758 Spellman Rd

Fairplay, MD 21733
301 582 0442

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phone 804-451-2309
fax 804-524-9889
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Vice President



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Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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Cc: Todd Stout
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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President - Aging In The Home Remodelers
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www.firststreetonline.com

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Sent: Tuesday, July 08, 2014 1:21 PM
To: DAVE MODENA
Cc: 'Todd Stout'
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

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From: Todd Stout [<mailto:todd.stout@aihremodelers.com>]

Sent: Thursday, July 03, 2014 2:48 PM

To: STACY HACKNEY; DAVE MODENA

Cc: Nick Fawkes

Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Importance: High

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Todd

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Sent: Thursday, July 03, 2014 12:24 PM

To: Todd Stout

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Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson

Production Manager

Aging In The Home Remodelers

Office: 720.504.0126

Extension: 3197

Direct: 720.477.1719

Toll Free: 1.888.926.8095

Fax: 720.477.1719

Email: ashley.davidson@aihremodelers.com

Mailing: 1460 W Canal Ct STE 102

Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]

Sent: Thursday, July 03, 2014 12:00 PM

To: Ashley Davidson

Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

From:

(301) 988-0570

Received:

Thursday, July 03, 2014 at 11:59 AM

Length:

00:39

To:

(720) 477-1719 (Ashley Davidson)

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Thank you for using [RingCentral](#).

From: Reyes, Regina
Sent: Thursday, July 10, 2014 1:49 PM
To: 'Norm Murdock'
Cc: Bachmeyer, Kurt; Martinez, Audrey; Nuanes, Deborah; Davis, Megan
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hi Norm, we researched the claim and talked to the service tech. After reviewing the details of this claim we have concluded that this type of damage is indicative of impact, it was originally noted in our file that the damage needed to be inspected to determine if the service is warranty related and how we will correct the problem. We dispatched a service agent out to inspect. The agent repaired the crack to the tub since he was on site, but the crack to the aromatherapy cup was not repaired since there was no backside access. We can move forward with a repair but due to the circumstances the tub will have to be removed we will cover the standard \$500.00 toward the removal, reinstallation, and repair charges involved with the service and any remaining charges will be your responsibility in accordance with the agreement.

Should we move forward?

Regina Reyes
Customer Service Manager



www.jacuzzi.com
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From: Norm Murdock [mailto:norm.murdock@aihremodelers.com]
Sent: Wednesday, July 09, 2014 1:28 PM
To: Reyes, Regina
Cc: Bachmeyer, Kurt; Martinez, Audrey
Subject: Re: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Ok thx guys.

Norm Murdock, CAPS, CSA
 Vice President
firstSTREET for Boomers and Beyond, Inc
 Phone: [303-222-3207](tel:303-222-3207)
 Cell: [602-403-6267](tel:602-403-6267)
 Email: norm.murdock@firststreetonline.com
 Website: www.firststreetinc.com, www.firststreetonline.com



On Jul 9, 2014, at 1:28 PM, "Reyes, Regina" <Regina.Reyes@jacuzzi.com> wrote:

Norm, we are working on this one. We collected some info, but we need to confirm what the problem is since we have conflicting reports of what is outstanding. I'll get back to you.

Regina Reyes
 Customer Service Manager

<image005.jpg>

www.jacuzzi.com

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 909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
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Sent: Wednesday, July 09, 2014 8:50 AM
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Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

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Thanks,

Norm Murdock, CAPS, CSA
Vice President

<image006.png>

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

<image007.jpg>

<image008.png> <image009.png>

From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 8:03 AM

To: Norm Murdock; DAVE MODENA

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Here you go Norm see the address below along with a more detailed laundry list of complaints. Shannon is ready to speak with someone to schedule an appointment... Thanks

- The floor, seats and walls of the tub are too slippery, Mr. Kinzer slips off the seat when in the tub and slips on floor when getting out
- The grab bar is slippery; Mr. Kinzer's hands slip when grabbing the bar
- The water temperature fluctuates when the tub is filling and when the shower is on but it doesn't fluctuate when using the other tubs in the home.
- The shower doesn't stay on
- The jets are not working- a technician from Betz repair came out twice (2/16/14 & 2/19/14) and stated that the tub would have to be removed to access the jets for repair
- The door knocks his knees when closing the door and it's hard for him to get into the tub

Shannon
301 988 0570

Paul Kinzer
16758 Speilman Rd
Fairplay, MD 21733

301 582 0442

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
firstSTREET for Boomers and Beyond

From: Norm Murdock [<mailto:norm.murdock@alhrefmodelers.com>]

Sent: Wednesday, July 09, 2014 9:54 AM

To: DAVE MODENA; SIMONA ROBERTSON

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Simona – do you have the customer address so we can schedule service?

Norm Murdock, CAPS, CSA
Vice President

<image010.gif>

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

<image007.jpg>

<image011.gif> <image012.gif>

From: DAVE MODENA [<mailto:DAVE.MODENA@firstSTREETonline.com>]

Sent: Wednesday, July 09, 2014 6:13 AM

To: SIMONA ROBERTSON; Norm Murdock

Cc: Todd Stout

Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Norm.... Can we help them with both the slippery floor issue with the application that we now have and also get Jacuzzi to get the jets working as well Otherwise let us know what our other options are and do we need to get Beldon back in the mix in some fashion i.e. we may need to bill them for any costs we incur (I would also think that Jacuzzi would have to bear some of the costs if fixing a defective jet requires pulling out the tub).... Thanks

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond

www.firststreetonline.com

From: SIMONA ROBERTSON
Sent: Tuesday, July 08, 2014 1:21 PM
To: DAVE MODENA
Cc: 'Todd Stout'
Subject: RE: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

This was a Beldon install from Nov. He apparently has fallen while exiting the tub as his main complaint is that the floor is too slippery.
Other areas of concern are the grab bar is too slippery, shower head does not stay on, water temp fluctuates, and one of the jets is not working.
Someone did come out to service the inoperable jet but was unable to fix as they were told the tub needed to be pulled out for access...

At this point Mr. Kinser wants to have the tub removed. I know this is not an option but, I'm sure we can have a Jacuzzi rep address and fix everything with the exception of the water temp issue???

Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
[firstSTREET for Boomers and Beyond](http://www.firststreetonline.com)

From: DAVE MODENA
Sent: Monday, July 07, 2014 12:00 PM
To: SIMONA ROBERTSON
Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM
Importance: High

Please listen ... Paul Kinser is apparently the tub owner ... can you determine whose customer this is?

Dave Modena
President - Aging In The Home Remodelers
804-451-2314
Sr. V.P. firstSTREET for Boomers & Beyond
www.firststreetonline.com

From: Todd Stout [<mailto:todd.stout@aiahremodelers.com>]

Sent: Thursday, July 03, 2014 2:48 PM

To: STACY HACKNEY; DAVE MODENA

Cc: Nick Fawkes

Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Importance: High

Voice mail from a Shannon 301-988—0570 calling about a Mr. Paul Kinzer(sic) the area code is Maryland but I have no info in LP... I don't think it one of AITHR installs...

Todd

From: Ashley Davidson [<mailto:ashley.davidson@aiahremodelers.com>]

Sent: Thursday, July 03, 2014 12:24 PM

To: Todd Stout

Subject: FW: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

Hey- this is that Shannon lady I told you about calling about the man who has been injured in his tub.

Best Regards,

Ashley Davidson

Production Manager

Aging In The Home Remodelers

Office: 720.504.0126

Extension: 3197

Direct: 720.477.1719

Toll Free: 1.888.926.8095

Fax: 720.477.1719

Email: ashley.davidson@aiahremodelers.com

Mailing: 1460 W Canal Ct STE 102

Littleton, CO. 80120

From: RingCentral [<mailto:notify@ringcentral.com>]

Sent: Thursday, July 03, 2014 12:00 PM

To: Ashley Davidson

Subject: New Voice Message from (301) 988-0570 on 07/03/2014 at 11:59 AM

You Have a New Voice Message

From: (301) 988-0570

Received: Thursday, July 03, 2014 at 11:59 AM

Length: 00:39

To: (720) 477-1719 (Ashley Davidson)

To listen to this message, open the attachment or use [RingCentral Mobile App \(download\)](#) to have instant access to all your messages on the go.

Thank you for using **RingCentral**.

<image013.jpg>

From: Torres, Ray
Sent: Friday, May 23, 2014 8:36 AM
To: Ray Parnell
Cc: Reyes, Regina; Martinez, Audrey; 'Norm Murdock'; Bachmeyer, Kurt; David Jacobs
Subject: Re: product issues

Thanks ray I will address these issues with the plant

Raymond Torres
VP Operations & Engineering
Jacuzzi Luxury Bath

On May 23, 2014, at 7:48 AM, "Ray Parnell" <rparnell@americanhomedesign.com> wrote:

Hello,

we have encountered several product issues in the past few weeks, so I am sending this to the group to be sure it gets to the right people.

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I moved the strike plate, and the leak stopped.

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HARVEY, DON
105 INDEPENDENCE DR
Meridianville, AL 35759
(256)828-3713

BDJ QRJ

thank you for your attention to this.
I'm hopeful this feedback will be added to your QC checklist, so these problems do not get out of your facility.

thanks
Ray Parnell,
Project Manager AHI / AHD

From: Torres, Ray [<mailto:ray.torres@jacuzzi.com>]
Sent: Monday, May 19, 2014 4:16 PM
To: Reyes, Regina; 'Ray Parnell'
Cc: Martinez, Audrey; "Norm Murdock"; Bachmeyer, Kurt; 'David Jacobs'
Subject: RE: Harris BDHX2L installer requesting engineering information on control buttons

You understand incorrectly come see me on this.
Thanks

Raymond Torres

VP Operations & Engineering – Jacuzzi Luxury Bath

<image017.png>

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710

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From: Reyes, Regina
Sent: Monday, May 19, 2014 2:04 PM
To: 'Ray Parnell'
Cc: Martinez, Audrey; "Norm Murdock"; Bachmeyer, Kurt; 'David Jacobs'; Torres, Ray
Subject: RE: Harris BDHX2L installer requesting engineering information on control buttons

Hi Ray,

Just to summarize for the group, the issue regarding customer Harris was documented as slippery tub and buttons and drain handle hard to turn. The request is for Jacuzzi to share how to measure the maximum force required to turn the drain knob and push the buttons. At the time the initial request came into us we did consult with our team since this is not standard information published in our product specifications or manuals. This information is currently not documented but we may be able to obtain it for future use. I will follow up to see when the information may be available for release.

With respect to customer Carman, the issue was documented as drain handle to hard too turn. At this time the only solution we have to assist in this situation would be to recommend the ADA handle, however I understand you have not had a good experience with this part and do not feel this is an option. I regret this is the only alternative we have at this time.

With this demographic addressing the issues relating to customer strength and mobility can be challenging, I had hoped the ADA handle would have helped. I will readdress with our team to see if anything has changed since we last talked.

Regina Reyes
Customer Service Manager

<image018.jpg>

www.jacuzzi.com

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909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT

909.247.2551 (f)

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From: Ray Parnell [<mailto:rparnell@americanhomedesign.com>]

Sent: Thursday, May 15, 2014 6:41 AM

To: Reyes, Regina

Cc: Martinez, Audrey; "Norm Murdock"; Bachmeyer, Kurt; 'David Jacobs'

Subject: RE: Harris BDHX2L installer requesting engineering information on control buttons

Good morning,

is the concern for Mr. Harris still an open service for Jacuzzi, and is there an update?
we also still have an open service for Ms. Carman. is there an update on her handle?

thanks!
ray

From: Reyes, Regina [<mailto:Regina.Reyes@jacuzzi.com>]
Sent: Monday, April 28, 2014 8:28 PM
To: 'rparnell@americanhomedesign.com'
Cc: Martinez, Audrey; 'Norm Murdock' (norm.murdock@alhrefmodelers.com); Bachmeyer, Kurt
Subject: FW: Harris BDHX2L installer requesting engineering information on control buttons

Hi Ray,

First and foremost thank you for your commitment to the Jacuzzi brand, we appreciate your attention to customer satisfaction.

Just to clarify, if we do not have published information readily available we will always work to obtain the answers to your questions. In some cases we will easily obtain the information simply by inquiring with our Marketing or Engineering team, however in other cases the information may not be available. The rep did not mean to bottleneck the process as we were attempting to gather the information you requested, but since this product is made exclusively for Firststreet we encourage you to share your comments and feedback directly with FS.

At this time we do not have this information but we will work to measure it in the future. At this time we can send an agent out to address, but if he finds the unit is operational he will have to bill the customer since the warranty only covers services for failures. It is really difficult to address when we (you or the customer) feels they do not have the strength to push the buttons; I complete understand your position that without data we are subjective with our response to addressing the request.

Regards,

Regina Reyes
 Customer Service Manager

<image018.jpg>
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From: Maldonado, Yvette
Sent: Friday, April 25, 2014 8:02 AM
To: Reyes, Regina
Subject: FW: Harris BDHX2L Ray Parnels Response for the buttons on the tub

From: Ray Parnell [<mailto:rparnell@americanhomedesign.com>]
Sent: Friday, April 25, 2014 5:53 AM
To: Maldonado, Yvette
Cc: Nuanes, Deborah; aross@americanhomedesign.com; 'Diane Shifflett'; 'Norm Murdock'
Subject: RE: Harris BDHX2L

Yvette and Deborah,

thank you for your attention to these concerns; I know we are asking for semi-abstract information. as I said in an earlier note, we will be much more comfortable telling an unhappy customer that her tub is performing to the Manufacturers Tolerances, if we know that it is. I test every tub we install, so I recognize the controls are sometimes significantly more 'resistant' than normal. I can operate them, but I end up in a difficult situation: do I send you a Jacuzzi Service request for those tubs, or send them out and hope the customer still has enough hand strength to use the tub.

please keep your Customer Service Department engaged to help us get these answers; sending us to First Street (to chase down Jacuzzi manufacturing specs) will add one more hurdle for us as we try to resolve a problem for Mr. Harris, (and a few other customers that cannot operate their controls, Ms. Carman for example) difficulty with the customers who run out of hot water, even though they have a 50 gallon water heater. we can (and do) explain to them that the manufacturer recommends a 'fully functioning 50 Gallon water heater'. it would be a bit easier for our own Customer Service Professionals to explain *this problem can only be remedied on the customers end*, if we have the information requested in the email tagged below. our high volume exposes us to many of the people purchasing your product, and we want to work with your team to provide each customer with the very best experience we can, especially when something goes wrong.

thanks!
 ray

From: Maldonado, Yvette [<mailto:Yvette.Maldonado@jacuzzi.com>]
Sent: Thursday, April 24, 2014 4:10 PM
To: Ray Parnell
Subject: Harris BDHX2L

Hello Ray

Currently I have requested information on how to measure the maximum force to turn the drain knob and push the buttons. The information you are requesting currently is not published you may need to contact Firststreet for further information. I have attached a IAPMO that states the tub meets required testing.

Regards

Yvette Maldonado

Customer Service

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA

800-883-7727 ext 3037(office) 909-247-2218 (fax)

Office Hours 7 AM to 4 PM PT

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From: Ray Parnell [<mailto:rparnell@americanhomedesign.com>]
Sent: Friday, April 04, 2014 9:35 AM
To: 'Nuanes, Deborah'
Cc: 'alan ross'
Subject: engineering question

Deborah,

I have been asked a couple of questions, with which I hope you can help us. I doubt you have this info handy, so please forward this note to the right people, or send back the info if you are able to find out.

We understand that Jacuzzi recommends a 50 gallon water heater. We have had a couple of customers who ran out of hot water, even with a 50. The most recent customer had her plumber inspect and flush her 4 year old water heater, and she still runs out. We confirmed the thermo valve was all the way open, and then we replaced the valve, but still she has the same problem. We want to tell her that the problem *is still her water heater*, but we need some info before we make that call.

the questions put to me are:

1. how many gallons of water does the Jacuzzi hold empty?

299200

2. is there an average water-displacement of our customer demographic?
3. to reach a median 'comfortable temperature,' how many gallons of hot water are actually used?
4. what is the temperature limit on the thermo control valve?

I really appreciate any insight you can give us.

thank you,
ray parnell
project manager AHI / AHD

From: Torres, Ray
Sent: Friday, May 23, 2014 8:36 AM
To: Ray Parnell
Cc: Reyes, Regina; Martinez, Audrey; 'Norm Murdock'; Bachmeyer, Kurt; David Jacobs
Subject: Re: product issues

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Raymond Torres
 VP Operations & Engineering
 Jacuzzi Luxury Bath

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HARVEY, DON
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Meridianville, AL 35759
(256)828-3713

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<image017.png>

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<image018.jpg>

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899Z00

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Deborah,

I have been asked a couple of questions, with which I hope you can help us. I doubt you have this info handy, so please forward this note to the right people, or send back the info if you are able to find out.

we understand that Jacuzzi recommends a 50 gallon water heater. we have had a couple of customers who ran out of hot water, even with a 50. the most recent customer had her plumber inspect and flush her 4 year old water heater, and she still runs out. we confirmed the thermo valve was all the way open, and then we replaced the valve, but still she has the same problem. we want to tell her that the problem *is still her water heater*, but we need some info before we make that call.

the questions put to me are:

1. how many gallons of water does the Jacuzzi hold empty?

2. is there an average water-displacement of our customer demographic?
3. to reach a median 'comfortable temperature,' how many gallons of hot water are actually used?
4. what is the temperature limit on the thermo control valve?

I really appreciate any insight you can give us.

thank you,
ray parnell
project manager AHI / AHD

From: Martinez, Audrey
Sent: Tuesday, April 16, 2013 10:00 AM
To: Norm Murdock
Cc: Bachmeyer, Kurt; Pierce, Don
Subject: RE: Replacement Parts
Attachments: FSParts262013.xls; 2013 FirstStreet Catalog FINAL.pdf

Audrey Martinez
Marketing Manager- Aging In Place Bathing



www.jacuzzi.com
13925 City Center Drive, Suite 200 / Chino Hills, CA 91709
909.247.2582 (o) 909.762.3203 (c)

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From: Martinez, Audrey
Sent: Friday, February 08, 2013 9:31 AM
To: DAVE MODENA; Norm Murdock; SIMONA ROBERTSON; Rebekah Crawley
Subject: Replacement Parts

This message has been archived. [View the original item](#)

Good morning and Happy Friday!

Attached find information regarding replacement parts for both the new and old tub. The catalog is the tool we provide our service agents that clearly identifies the components and part numbers. The price list are the items, that after close review by our Customer Service and Field

279200

Service teams, that will be the one's most commonly needed by your dealers. There is also a suggested order quantity in case any of your dealers want to keep a supply of parts in house for quick repairs.

We have set up pricing for you at the same levels as our service agents. As always, any parts covered under warranty will go out at no charge.

Please let me know if you need any further information on this.

Thanks for the nice orders this week. Phase 2 is off to a great start!

Audrey Martinez

Marketing Manager- Aging In Place Bathing

www.jacuzzi.com

13925 City Center Drive, Suite 200 / Chino Hills, CA 91709

9

Attachments:

FSParts262013.xls

(38 KB)

2013 FirstStreet Catalog 2.7.13.pdf

(3.9 MB)

image001.gif

(2 KB)

PHASE 2

Jacuzzi® Accessible Bathing

designed for SENIORS®

Page	Item #	Part #	Description	5230	5229	Suggested QTY	FS Cost
4	1	NP90914	Air Control Valve, almond	X	X	1	\$5.25
4	1	NP90940	Air Control valve, white	X	X	2	\$7.88
4	2	NP64914	ON/OFF CTRL, NO PWR INSGNA ALM	X	X	2	\$4.85
4	2	NP64940	ON/OFF CTRL, NO PWR INSGNA WHT	X	X	4	\$4.85
4	3	NT28000	Retainer	X	X	10	\$0.78
4	4	LX95000	LABEL, 5229 SLN CTRL PNL (RH)		X	2	\$1.73
4	5	LX96000	LABEL, 5229 SLN CTRL PNL (LH)		X	2	\$1.73
13	1	LB45000	suction heater (120VAC)	X	X	1	\$59.00
13	2	Y670000	Tail piece (1.5")	X	X	2	\$4.90
13	3	Y671000	Gasket (1.5")	X	X	2	\$3.15
14	1	NM45914	DIFFUSER, CMP MICRO V-JET Al.	X	X	1	\$4.43
14	1	NM45940	DIFFUSER, CMP MICRO V-JET White	X	X	2	\$4.40
14	2	LA86000	Micro jet repair kit	X	X	2	\$66.50
15	1	LA21914	V-jet CMP repair kit.almond	X	X	1	\$40.00
15	1	LA21940	V-jet CMP repair kit, white	X	X	2	\$38.50
15	2	LA31000	Tool Kit	X	X	1	\$75.00
16	1	NT37000	Light kit (complete)	X	X	1	\$62.50
17	1	NE39914	Cover and screw, almond	X	X	1	\$3.20
17	1	NE39940	Cover and screw, white	X	X	1	\$3.20
17	2	LA22000	Suction Repair Kit	X	X	1	\$15.50
17	3	EQ58000	Suction check valve, 3/8" (2 psi suction)	X	X	1	\$8.38
18	---	NM01940	LID, AROMATHERAPY INJECTOR WHI	X	X	2	\$2.68
18	---	NM01914	LID, AROMATHERAPY INJECTOR ALM	X	X	1	\$2.68
18	---	LA85000	Aroma repair kit	X	X	1	\$24.25
18	---	LL09958	Repair kit, air Injector, almond	X	X	1	\$25.50
18	---	LL09959	Repair kit, air injector, white	X	X	2	\$27.00
19	1	HB21000	Pump/motor	X	X	1	\$80.00
19	2	LL07000	P/M Discharge Assy	X	X	1	\$48.50
20	1	NM14000	Blower	X	X	1	\$89.50
20	2	GX21000	Check valve (1 1/2" S Xs. 3/32lb. Spring)	X	X	1	\$16.75
24	1	LW31000	Leveling Mount (foot) 7"	X	X	2	\$9.42

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APEN 0425



FirstStreet™ 5229 & 5230

Illustrated Parts Manual

002674

002674

2013, Rev-A

JACUZZI005593

Introduction

This manual contains parts information for Jacuzzi FirstStreet™ Walk In Tub products.

Parts Table

Item #	Description	Current P/N	Previous P/N	Qty.

Item

The *item # column* provides digits that match call outs on the related illustration.

Description

The *description column* provides a detail name of each part from the illustration. Where applicable, information such as colors, dimensions, or other details is provided.

Current P/N

The *current part number (P/N)* column provides current JLB part numbers for each item.

Previous P/N

The *previous part number column* provides old JLB part numbers that are no longer in use on current production models. The previous part numbers are provided to help identify obsolete items that may still be in the field. Where possible, notes are provided to clarify the difference between old and new parts.

Qty.

The *Qty. Column* shows how many of a particular part are used in an assembly.

When Ordering Parts

Keep the following items in mind when ordering JLB parts under warranty.

1. Please furnish:
 - A. Model Number, Serial Number And Claim Number
 - B. Part number
 - C. Quantity of part needed
 - D. Description of part
 - E. Color, graphic, and other details needed for order entry items
2. Fax to 866.426.0983 or 909.247.2550

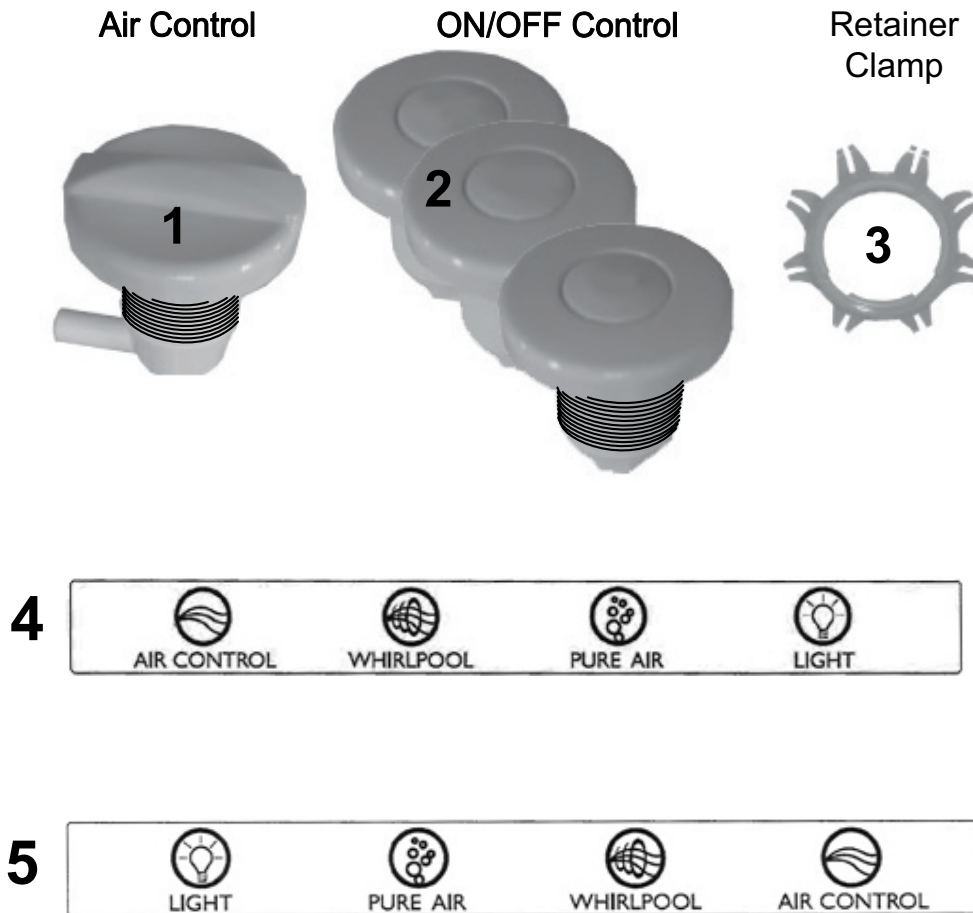
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Air Controls (CMP)



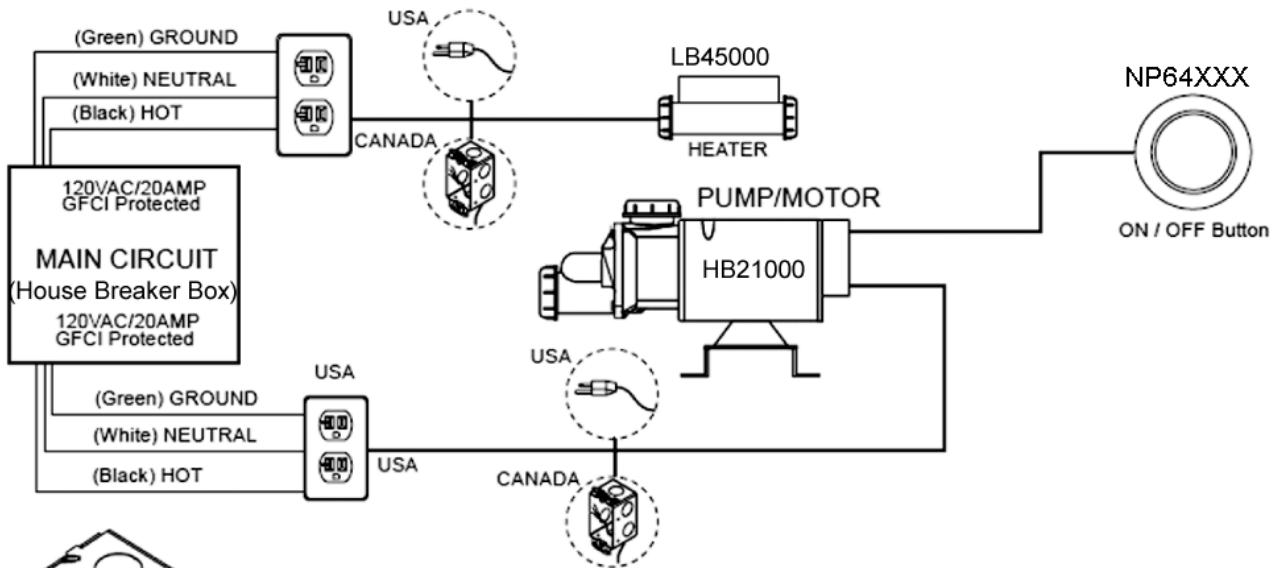
Item #	Description	Current P/N	Previous P/N	Qty.
1	Air Control Assembly Complete (CMP)	NP90XXX*	-	1
2	On/Off Control Assembly Complete (CMP)	NP64XXX*	-	3
3	Retainer Clamp	NT28000	-	4
4	Salon Control Panel Label (RH)	LX95000	-	1
5	Salon Control Panel Label (LH)	LX96000	-	1

Note:

1. These items include factory installed VHB (Very High Bond) tape for panel mounting. Expose adhesive by removing the release film starting from the underside tab (not shown)

*XXX = Color Options: 914 = Almond, 940 = White

FirstStreet™ Whirlpool Bath Series Connection Diagram (120V)

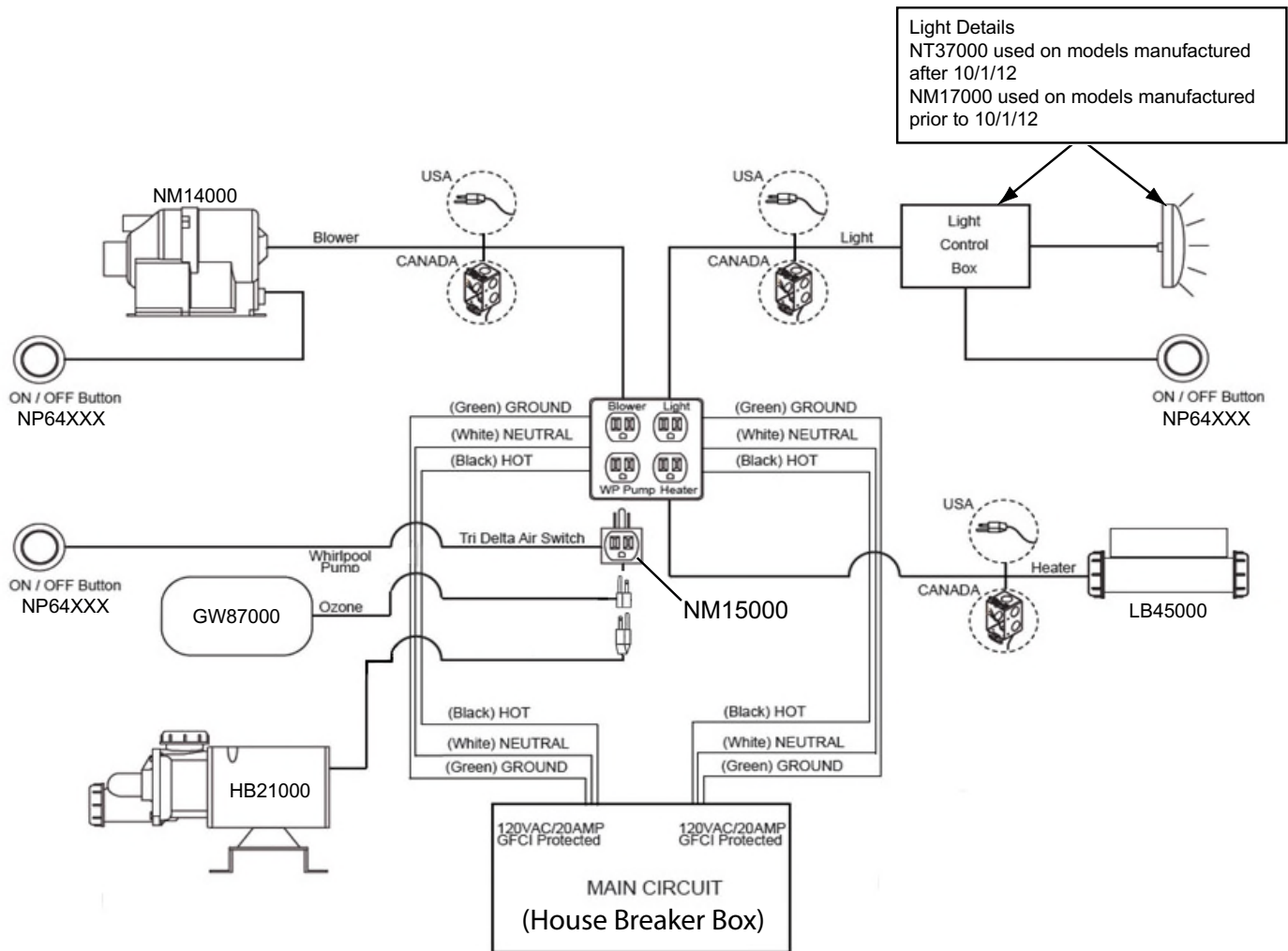


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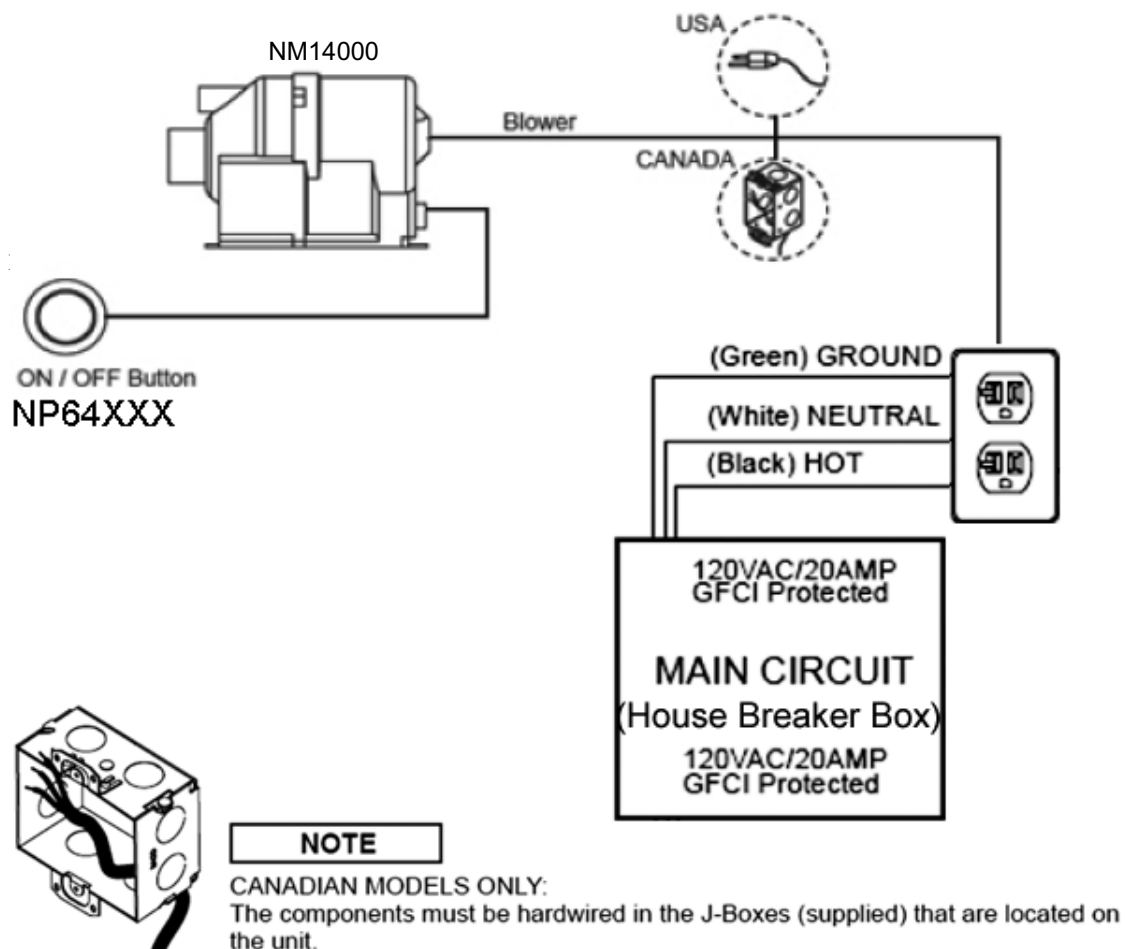
CANADIAN MODELS ONLY:

The components must be hardwired in the J-Boxes (supplied) that are located on the unit.

FirstStreet™ Combo Bath Series Connection Diagram (120V)



FirstStreet™ Air Bath Series Connection Diagram (120V)

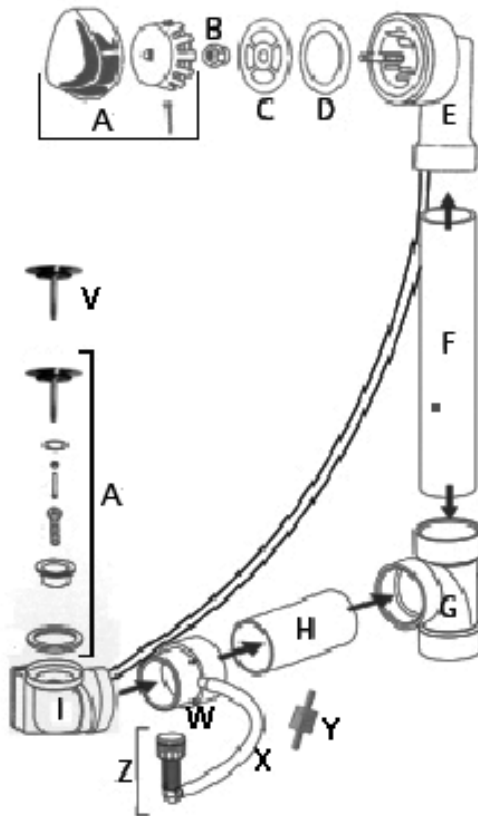


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FirstStreet™ Drain Assembly

1



Replacement
Rotary Trim Kit



BN21827
(Items A)

Item #	Description	Current P/N	Previous P/N	Qty.
1	FirstStreet™ 43" Rotary Drain Kit, SCH40 Complete; Includes Items A-I Below:	NT31827	-	1
	A. Replacement Rotary Trim Kit Complete (See Photo)	BN21827	-	1
	B. Nut	-	-	1
	C. Flange	-	-	1
	D. Gasket	-	-	1
	E. Overflow Elbow	-	-	1
	F. PVC Pipe, SCH40, 1-½" I.D. X 29-¼" L	-	-	Sold by Inch
	G. PVC Waste Drain Tee, 1-½"	-	-	1
	H. PVC Pipe, SCH40, 1-½" I.D. x 2-¼" L	-	-	Sold by Inch
	I. PVC Drain Elbow, SCH40, 1-½"	-	-	1
	V. Drain Stopper Only (Chrome)	NP95827	-	1
	W. PVC Waste Connector Fitting, 1-½"	NT29000	-	1
	X. Vinyl Tubing, 3/8" I.D. x 22-½" L	0018000	-	Sold by Inch
	Y. Optional Inline Checkvalve, 3/8" Barb x Barb	HB88000	-	1
	Z. Door Drain Fitting Assembly	NP19XXX*	-	1

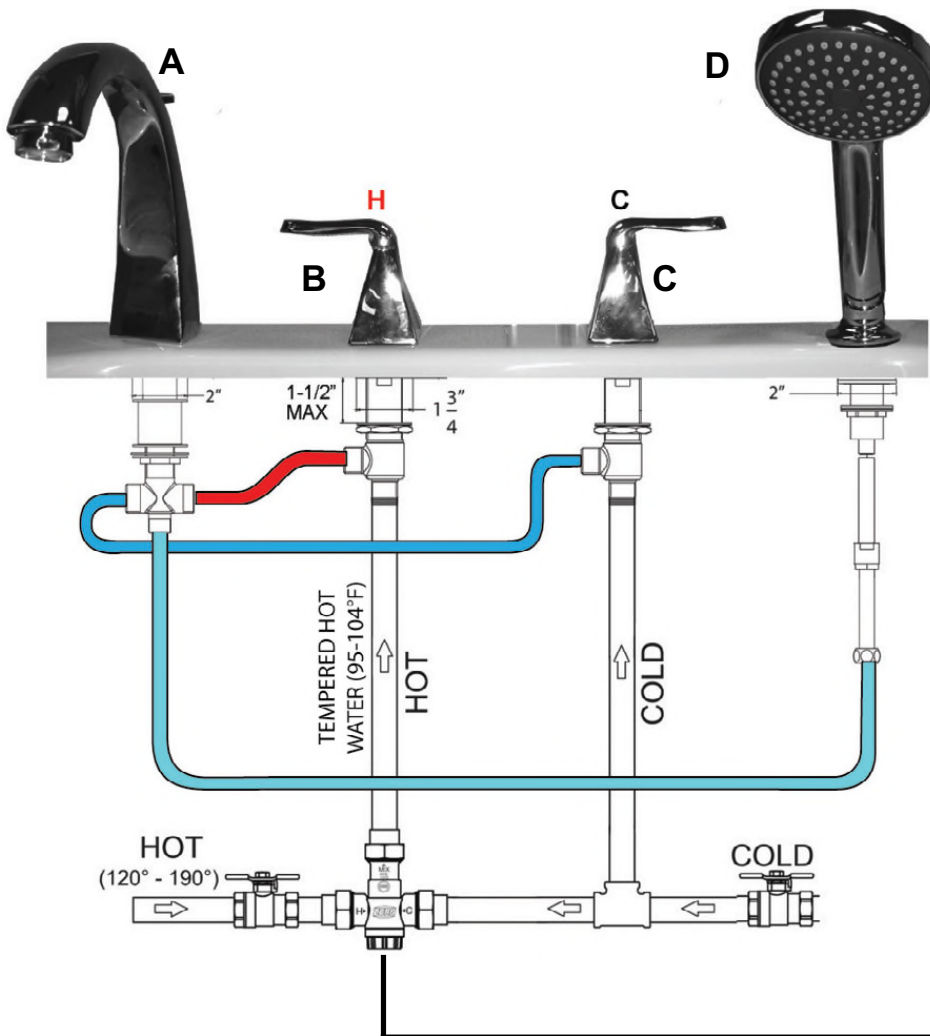
*XXX = Color Options: 958=Almond, 959=White

FirstStreet™ Faucet Assembly

1

Huntington Brass Roman Tub Filler Kit

The following diagram illustrates a right-side door access configuration.



Thermostatic Control Valve

2

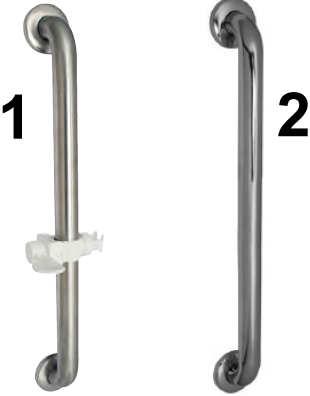


This valve regulates hot water output from 95-115 °F (104°F Max Recommended)

Item #	Description	Current P/N	Previous P/N	Qty.
1	Huntington Brass Roman Tub Filler Kit, 10 GPM, Includes Items A-D below: A. Fill Spout B. Faucet Valve (Hot Water) C. Faucet Valve (Cold Water) D. Hand Held Shower Head	NM24827 See Note 1 See Note 1 See Note 1 See Note 1	- - - - -	1 1 1 1
2	Thermostatic Mixing Valve (Regulated Outlet Temp Range = 95 - 115°F)	NM16000	-	1

Note1: For Individual Items A-D, Contact Hunnington Brass (714) 373-2788

Grab Bar/Shower Head Holder Assembly (5229 & 5230)

				
Item #	Description	Current P/N	Previous P/N	Qty.
1	Grab Bar/Shower Head Holder Assembly, 24"; Includes Items A-E:	LL21827	-	1
	A. Grab Bar, 24"	-	-	1
	B. Show Head Holder	-	-	1
	C. 69" Hose (Not Shown)	-	-	1
	D. Mounting Screws (Not Shown)	-	-	1
	E. Installation Instructions (Not Shown)	-	-	1
2	Grab Bar Assembly Only, 24"	LL71827	-	1

Grab Bar Handle Assembly (5229 Only)

				
Item #	Description	Current P/N	Previous P/N	Qty.
1	Chrome Grab Bar Handle Assembly, 9"	LW32827	-	1

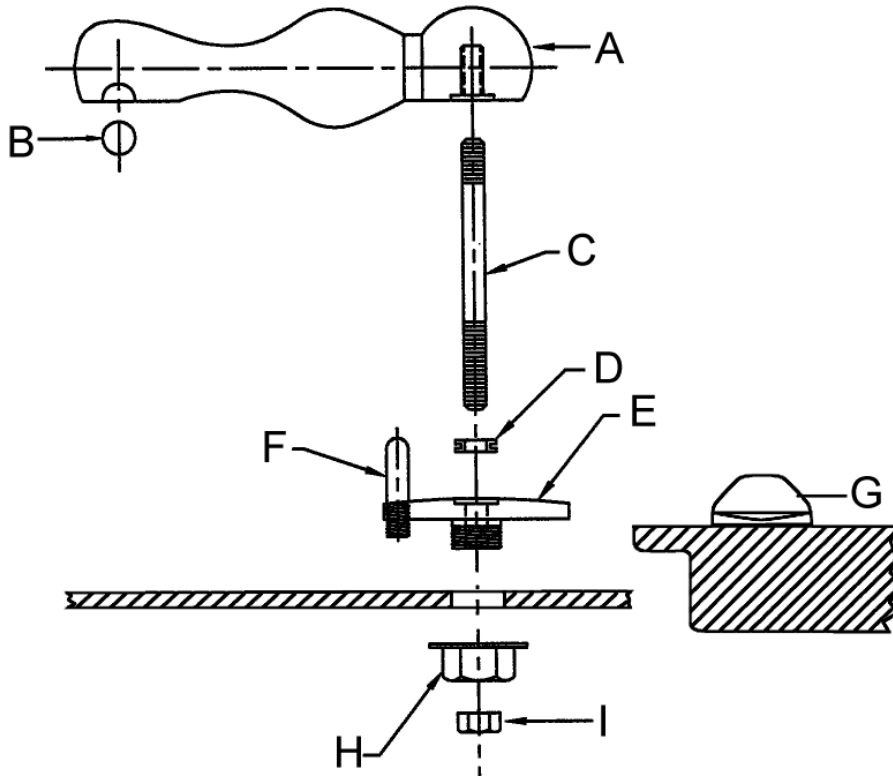
Grab Bar Handle Assembly (5230 Only)

				
Item #	Description	Current P/N	Previous P/N	Qty.
1	Grab Bar Handle Assembly, 13-3/4"	NL78XXX*	-	1

*XXX = Color Options: 959 = White, 958 = Almond

Door Handle Assembly (5230 Only)

1



2

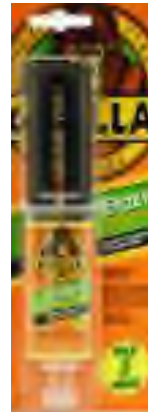
Required Epoxy
Adhesive
(Purchased
Separately)

Loctite Instant Mix
Epoxy #1365868



OR

Gorilla Glue
General-Purpose
Epoxy #42001



Item #	Description	Current P/N	Previous P/N	Qty.
1	First Street Handle Assembly Complete; Includes Items A-I Below:	NT26XXX*	-	1
	A. FirstStreet™ Handle	GB53XXX*	-	1
	B. Plastic Ball	LD46000	-	1
	C. Spacing Stud	NT16000	-	1
	D. Seal	NT18000	-	1
	E. Handle Escutcheon	GB57XXX*	See Note 1	1
	F. Handle Stop	GV65XXX*	-	1
	G. Striker Plate	GB60XXX*	See Note 2	1
	H. Serrated Flange Nut	NT17832	-	1
	I. Hex Head Locknut	NT19832	See Note 3	1
2	Epoxy Adhesive (Purchased Separately)	-	-	1

Note 1: Apply silicone underneath Handle Escutcheon (E) prior to installation to create waterproof seal.

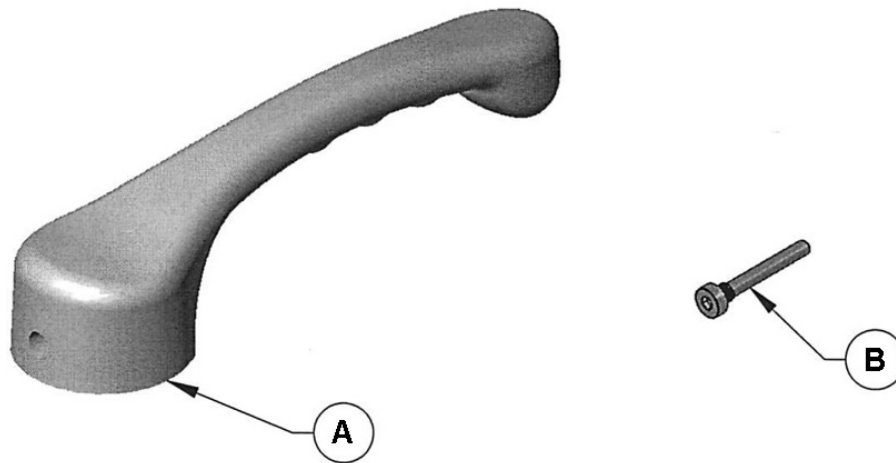
Note 2: Use Epoxy adhesive to install new striker plate (G) onto door (Purchased at Local Hardware Store).

Note 3: After installation of Hex Head Locknut (I) onto spacing stud (C), apply silicone to exposed threads under nut to secure nut in place.

*XXX = Color Option: 958=Almond, 959=White

Door Handle Assembly (5229 Only)

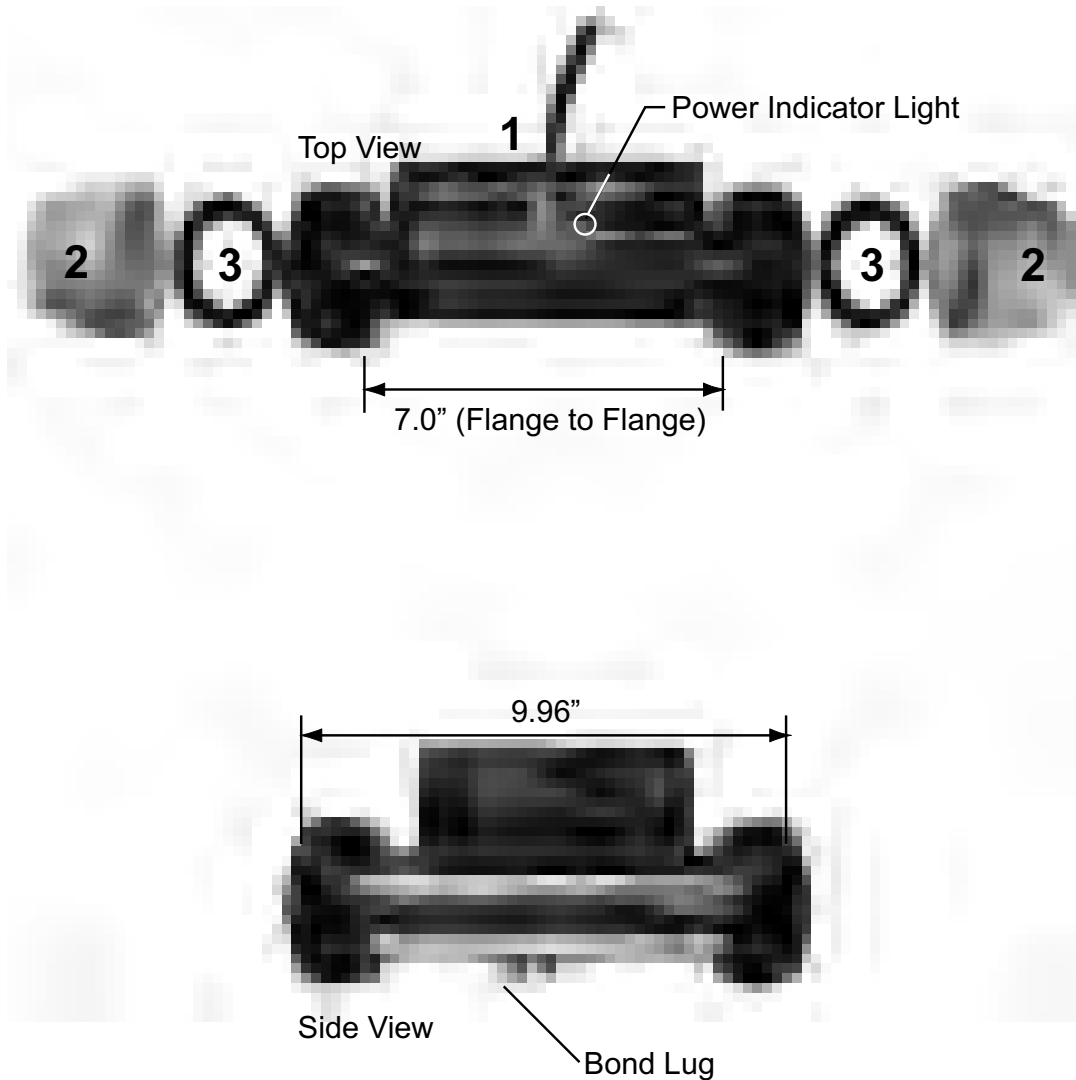
1



Item #	Description	Current P/N	Previous P/N	Qty.
1	First Street Handle Assembly Complete; Includes Items A-B Below:	LX90827	-	1
	A. FirstStreet™ Handle (Chrome)	LX91827	-	1
	B. Screw, M6 x 42.5	LX97000	-	1

Suction Heater (1.5")

- Used on FirstStreet™ Models Only (Factory Installed Heater)

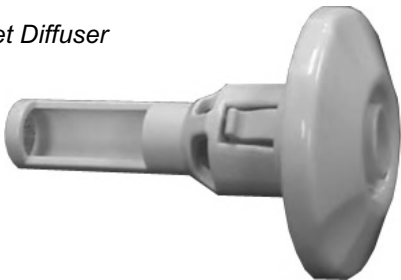


Item #	Description	Current P/N	Previous P/N	Qty.
1	Suction Heater Only (120VAC)	LB45000	-	1
2	Suction Union Tailpiece (1.5")	Y670000	-	2
3	Heater/Heater Blank Suction Gasket (1.5")	Y671000	-	2

CMP Micro V-Jet Repair Kit

1

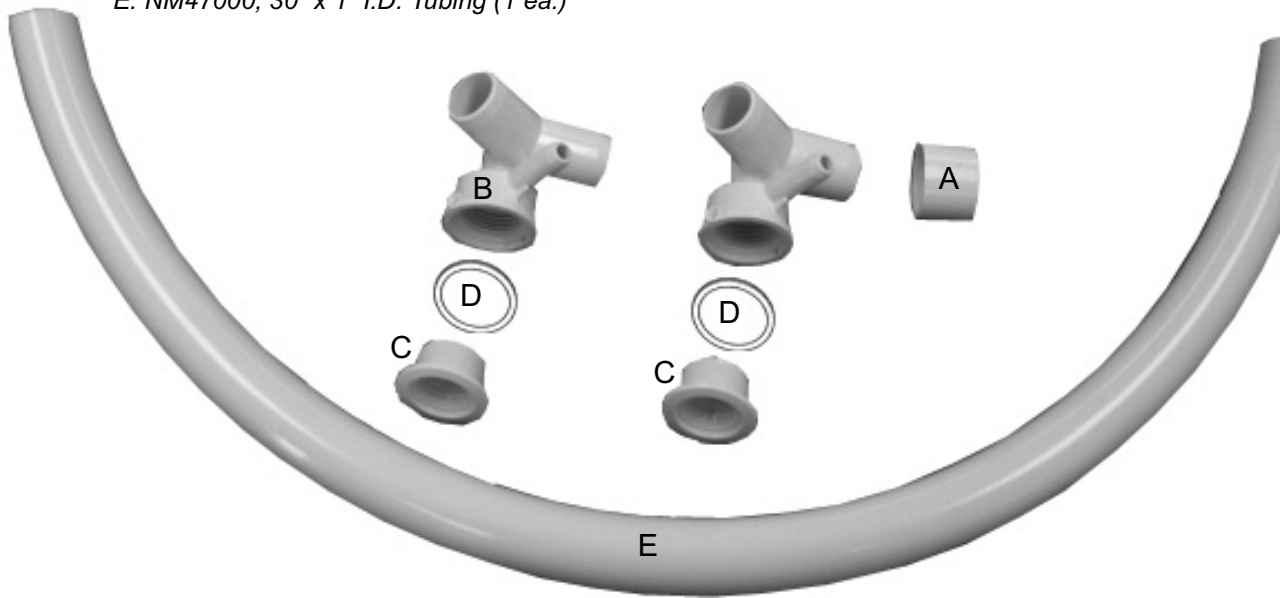
NM45XXX CMP Micro V-Jet Diffuser



Hook Tool required to remove CMP Micro V-Jet Diffuser (Available At Local Hardware Stores)

2

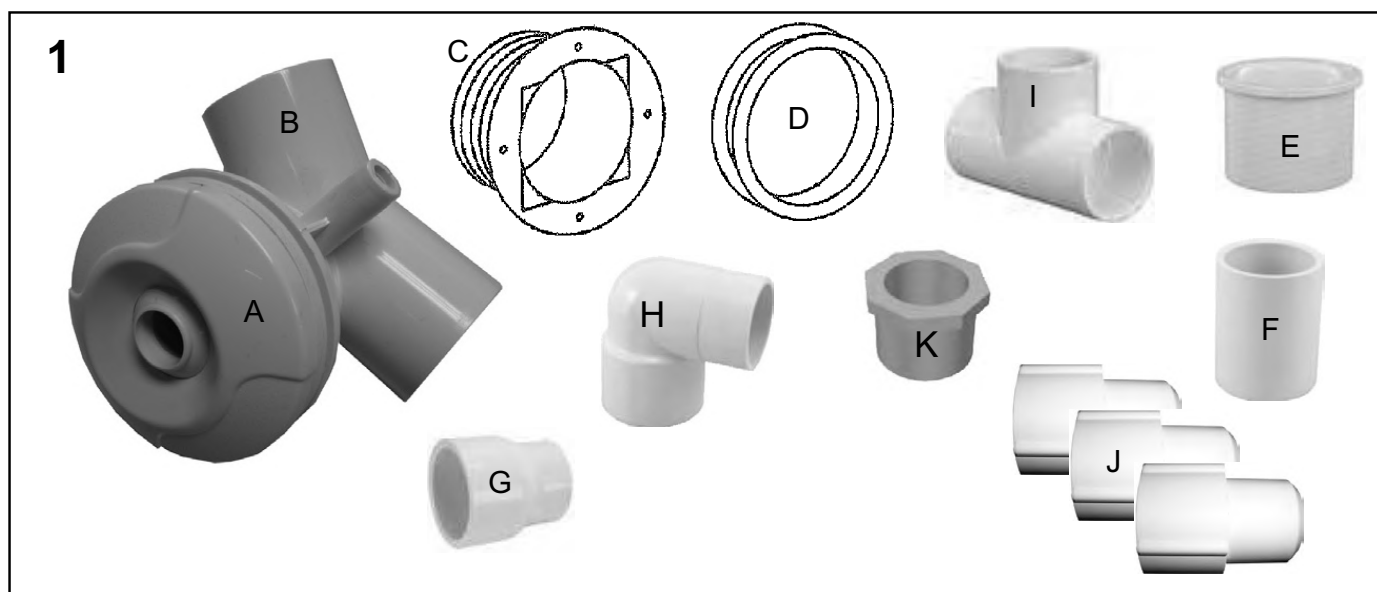
- LA86000 CMP Micro V-Jet Replacement Kit:
A. NM26000, Cap (1 ea.)
B. NM35000, CMP Micro V-Jet Body (2 ea.)
C. NM36000, CMP Micro V-Jet Wall Fitting (2 ea.)
D. LU68000, CMP Micro V-Jet Gasket (2 ea.)
E. NM47000, 30" x 1" I.D. Tubing (1 ea.)



Item #	Description	Current P/N	Previous P/N	Qty.
1	CMP Micro V-Jet Diffuser	NM45XXX*	-	1
2	CMP Micro V-Jet Replacement Kit (Includes All Illustrated Parts)	LA86000	-	1

*XXX = Color Options: 914 = Almond, 940 = White

CMP V-Jet Repair Kit



Item #	Description	Current P/N	Previous P/N	Qty.
1	CMP V-Jet Repair Kit; Includes Items A-N Below:	LA21XXX*	-	1
	A. CMP Adjustable Teardrop Escutcheon (1")	NE34XXX*	-	1
	B. CMP V-Jet Body (1")	NE32000	-	1
	C. CMP V-Jet Wall Fitting	NE33000	-	1
	D. CMP V-Jet Gasket	NE77000	-	1
	E. Pipe Plug (1" Spigot)	S733000	-	1
	F. PVC Pipe (1" I.D. x 2" Long)	0841000	-	1
	G. Reducer Bushing (1" Spigot x 1/2" Slip)	BA43000	-	1
	H. Street Elbow (1")	Y162000	-	1
	I. Tee (1" Slip x Slip x Slip), Not Shown	0827000	-	1
	J. Pipe Extender (1" I.D. x 1" O.D.)	LA97000	-	2
	K. Adapter (1/2" Slip x Spigot), Not Shown	C279000	-	1
	L. Elbow (3/4" Slip x Slip), Not Shown	D221000	-	1
	M. Coupling (1/2 Slip x Slip), Not Shown	0647000	-	1
	N. Elbow (1/2" Spigot x Slip), Not Shown	7164000	-	1
2	CMP V-Jet Repair Kit	LA31000		1

*XXX = Color Options: 914 = Almond, 940 = White

FirstStreet™ LED Light Repair Kits (5229 & 5230)



Kit used on models manufactured after 10/1/2012

Item #	Description	Current P/N	Previous P/N	Qty.
1	FirstStreet™ Chromatherapy Light Repair Kit (Complete)	NT37000	See Note	1

Note: Light Bulb can be replaced from inside of tub by removing Light Lens. This Light Kit is not retrofittable with the NM17000 below.

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FirstStreet™ LED Light Repair Kits (5230 Only)



Kit used on models manufactured prior to 10/1/2012

Item #	Description	Current P/N	Previous P/N	Qty.
1	FirstStreet™ Chromatherapy Light Repair Kit (Complete)	NM17000	See Note	1

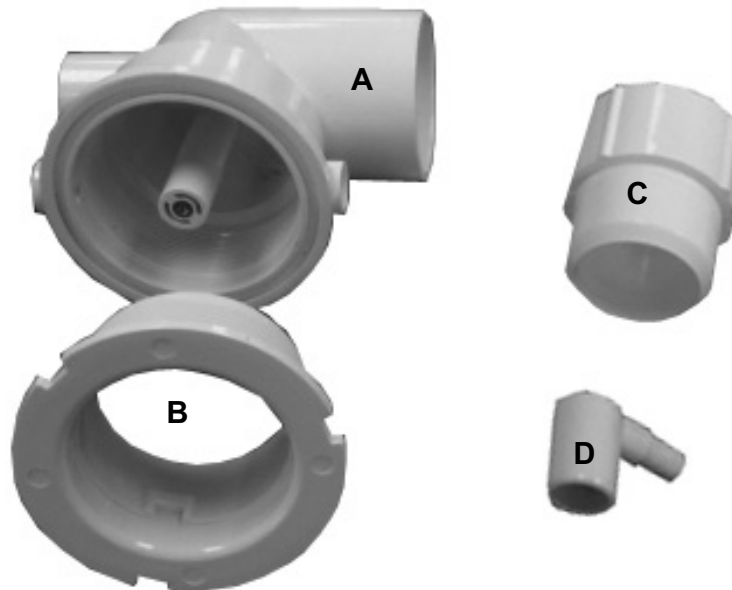
Note: This Light Kit is not retrofittable with the NT37000 above.

CMP 110GPM Suction Assembly Repair Kit

1



2



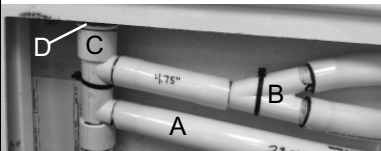
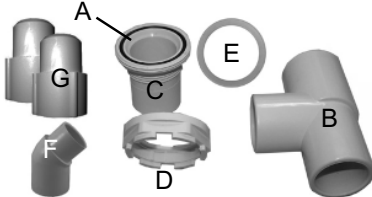
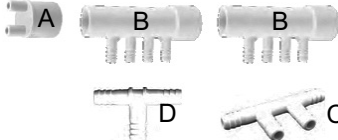
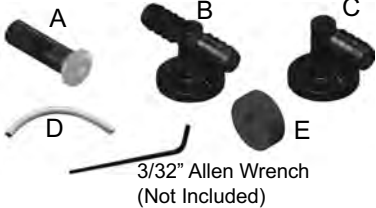
3



Item #	Description	Current P/N	Previous P/N	Qty.
1	CMP 110 GPM Suction Cover And Screw	NE39XXX*	-	1
2	CMP 110 GPM Suction Assembly Repair Kit; Includes Items A-D:	LA22000	-	1
	A. CMP 110 GPM Suction Elbow	NE37000	-	1
	B. CMP 110 GPM Wall Fitting	NE38000	-	1
	C. Pipe Extender, 1.5" Diameter	LA98000	-	1
	D. Elbow, 1/2" Spigot x 3/8" Barb	LA66000	-	1
3	Safety Check Valve, 3/8" (2 psi Suction)	EQ58000	-	1

*XXX = Color Options: 914=Almond, 940=White

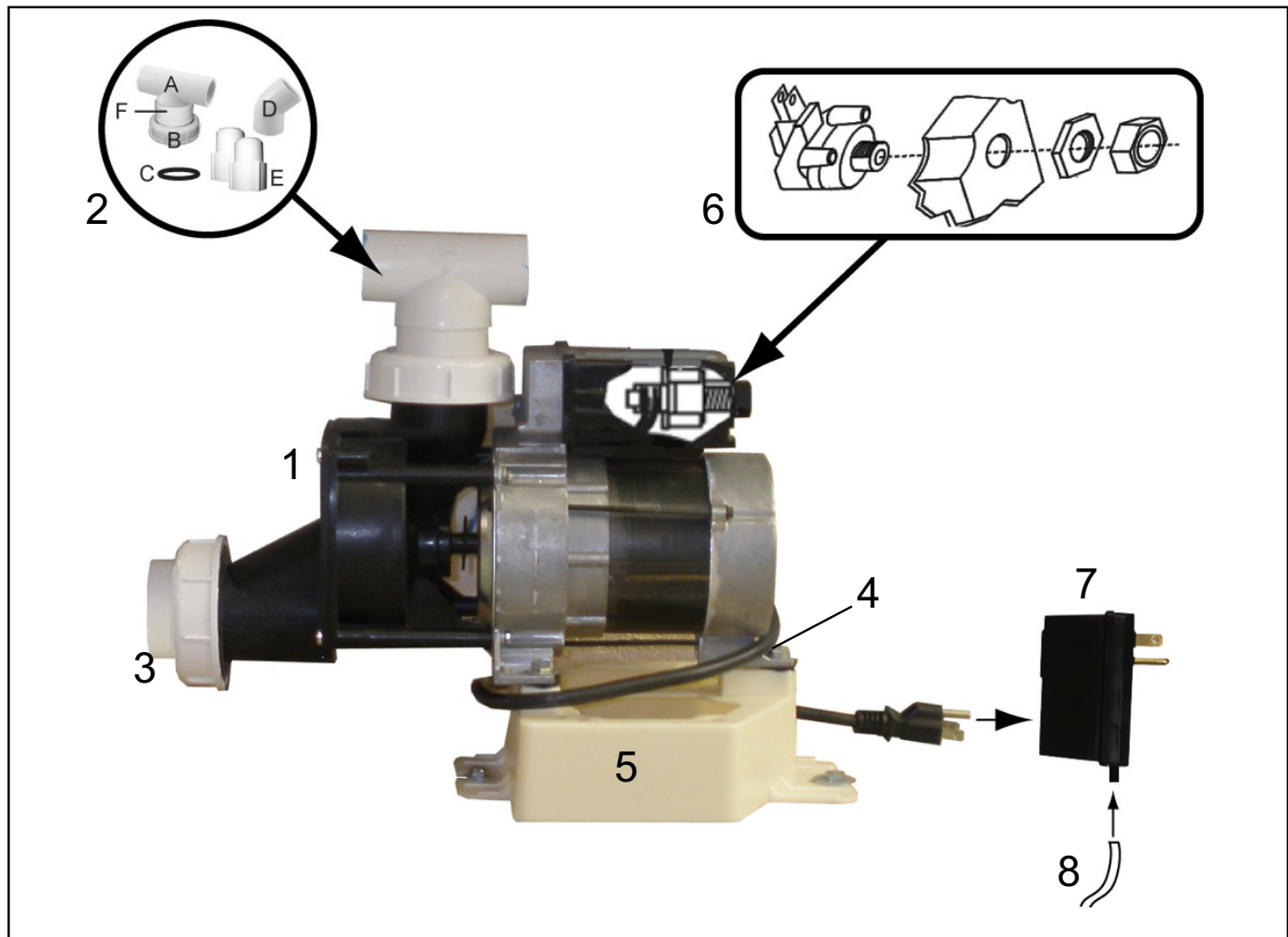
General Plumbing Components

Micro V-Jet Plumbing				
Part No.	Description	Qty.	Function	Image
A.	NM47000, Vinyl Tubing, 1" I.D. X 1.25" O.D.	-	See Note 1	
B.	NM43000, Y-Fitting, 1" X 1" X 1" (Low Angle)	1	-	
C.	NM27000, 2-Port Water Manifold (1" Ports)	1	-	
D.	S733000, Plug, 1"	1	-	
E.	0018000, Air Tubing, 3/8" I.D. (Not Shown)	1	See Note 1	
F.	8538000, PVC Flex Pipe, 1" I.D. (Not Shown)	1	See Note 1	
Aromatherapy Plumbing Components				
NM01XXX*	Aromatherapy Cap	1	-	
LA85000	Aromatherapy Assembly Kit Includes:	1	-	
A.	NM68000, Aromatherapy Cap O-Ring	1	-	
B.	NP10000, Aromatherapy Fitting Body (Tee)	1	-	
C.	NP11000, Aromatherapy Wall Fitting	1	-	
D.	NP12000, Aromatherapy Nut	1	-	
E.	NP13000, Aromatherapy Wall Fitting Gasket	1	-	
F.	NP14000, 45 Elbow (1" Spigot x Slip)	1	-	
G.	LA97000, Pipe Extender (1" I.D. x 1" O.D.)	2	-	
Aromatherapy Refill Cartridges				
A.	NM85000, 12-Pack (French Lavender)	1	-	
B.	NM86000, 12-Pack (Eucalyptus)	1	-	
C.	NM87000, 12-Pack (Honey Mango)	1	-	
D.	NM88000, 12-Pack (Piña Colada)	1	-	
E.	NM94000, 12-Pack (Tahitian Vanilla)	1	-	
F.	NM95000, 12-Pack (Midnight Jasmine)	1	-	
Air Manifold Components				
A.	NN99000, 2-Port Cap (1" Slip x 3/8" Barb)	1	-	
B.	NN46000, 4-Port Manifold (1" Spigot x 1" Slip)	2	-	
C.	LA59000, Tee (3/8" 4-Way Barb)	1	-	
D.	LA58000, Tee (3/8" 3-Way Barb)	1	-	
Air Injector Components (5230 Only)				
LL09XXX*	Air Injector Repair Kit Includes:	1	-	
A.	NN43XXX*, Air Injector (8.3mm Face O.D.)	1	-	
B.	NN42000, Air Injector Housing (T-Barb)	1	-	
C.	NN41000, Air Injector Housing (L-Barb)	1	-	
D.	NN78000, Flexible PVC Hose (3/8" X 12")	1	See Note 1	
E.	NN76000, Rubber Washer	1	-	
F.	LL12000, Air Injector Replacement Instructions (Not Shown)	1	-	
Air Injector Components (5229 Only)				
LL29XXX*	Air Injector Repair Kit Includes:	1	-	
A.	NT95XXX*, Air Injector (11.5mm Face O.D.)	1	-	
B.	NN42000, Air Injector Housing (T-Barb)	1	-	
C.	NN41000, Air Injector Housing (L-Barb)	1	-	
D.	NN78000, Flexible PVC Hose (3/8" X 12")	1	See Note 1	
E.	NN76000, Rubber Washer	1	-	
F.	LL12000, Air Injector Replacement Instructions (Not Shown)	1	-	
Note1: Ordered by the inch *XXX = 958=Almond, 959=White				

002691

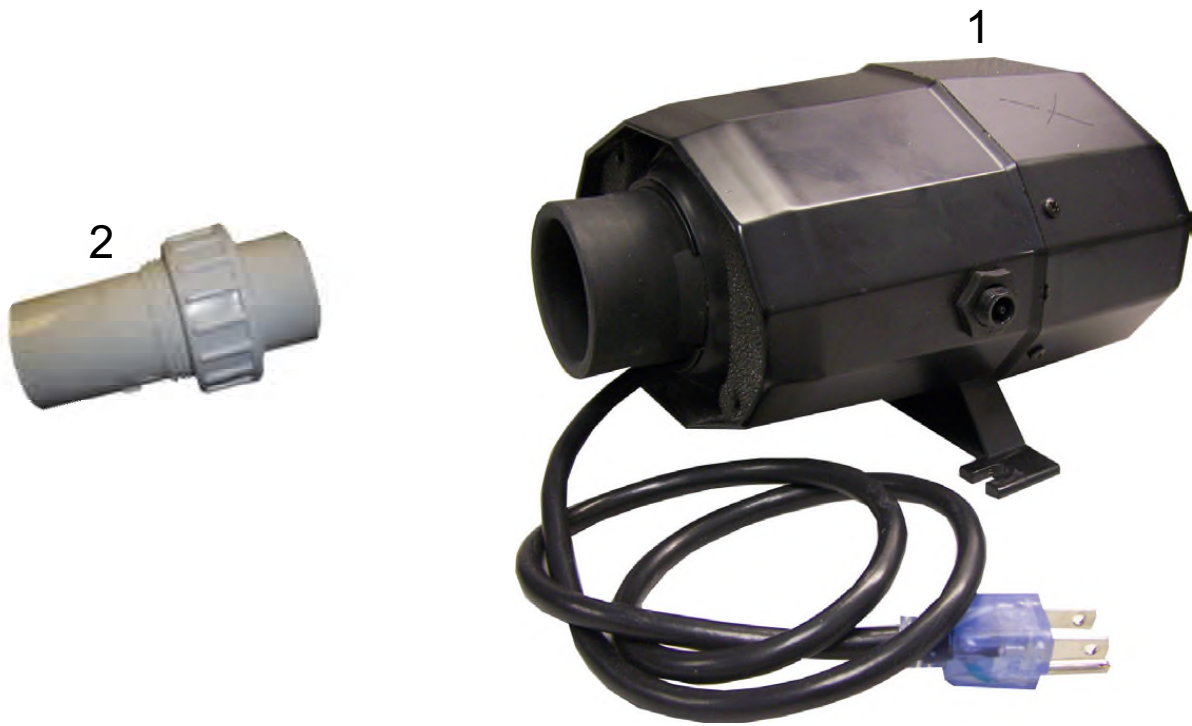
002691

1-Speed Motor/Pump Assembly



Item #	Description	Current P/N	Previous P/N	Qty.
1	Pump/Motor Assembly with Air Switch, No Bracket (7A, 120V/60Hz)	HB21000	-	1
2	1" Tee Pump Discharge Kit Includes (Items A-F): A. Pump Discharge Tee (2" x 1" x 1") B. Union Nut C. Union O-Ring D. Elbow (45° x 1" Slip) E. Pipe Extender (1" I.D. x 1" O.D.) F. Pump Adapter (Fits between A&B)	LL07000	-	1
		T1960001	-	1
		9233000	-	1
		9231000	-	1
		0670000	-	2
		LA97000	-	1
		T195000	-	1
3	Pump Union Assembly	CA10000	-	1
4	Mounting Hardware (3 Each Required):			
	Hex Bolt, 1/4-20 x 1"	3945832	-	3
	Washer, 1/4"	3982832		
	Rubber Grommet	9216000		
5	Universal Motor Bracket (Plastic)	FZ41000	-	1
6	Air Switch Assembly (Complete)	7396000	-	1
7	Tri Delta Switch (120V)	NM15000	-	1
8	Vinyl Tubing, 1/8" x 54" L	6627000	-	1

Air Blower Assembly



Item #	Description	Current P/N	Previous P/N	Qty.
1	Air Blower Assembly with Internal 200 Watt Heating Element (0.5HP, 115V, 4.1A Max.)	NM14000	-	1
2	Check Valve (1-1/2" S X S, 3/32 lb. Spring)	GX21000	-	2

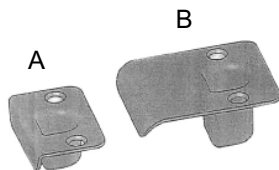
Door Assemblies And Components (5230 Only)

FirstStreet™ Door Hardware (Manufactured Prior to 3/31/2012)				
Item	Description	Part No.	Previous No.	Image
LH	Door Repair Kit Complete (Left-Hand, No Tracks)	LU74XXX*	-	
RH	Door Repair Kit Complete (Right-Hand, No Tracks)	LU75XXX*	-	
	Kits Include: A. Door Pre-Drilled B. No Gasket Tracks C. Strike Plate by Color D. Gasket with Kit (No Handle)			
FirstStreet™ Door Hardware (Manufactured After 4/1/2012)				
Item	Description	Part No.	Previous No.	Image
LH	Door Repair Kit Complete (Left-Hand, w/Tracks)	LU76XXX*	-	
RH	Door Repair Kit Complete (Right-Hand, w/Tracks)	LU77XXX*	-	
	Kits Include: A. Door Pre-Drilled B. With Gasket Tracks C. Gasket Installed D. Strike Plate by Color (No Handle)			
FirstStreet™ Door Components (All Models)				
Item	Description	Part No.	Previous No.	Image
1	Door Cap Set, LH & RH (2 pcs included)	LA39XXX*	-	
2	U-Frame Extrusion Gasket (White)	FP49959	-	
	U-Frame Extrusion Gasket (Oyster)	FP49969	-	
3	Door Gasket (Single Bulb White)	HC25959	-	
	Door Gasket (Single Bulb Oyster)	HC25969	-	
*XXX = Color Options: 959 = White, 958 = Almond				

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002694

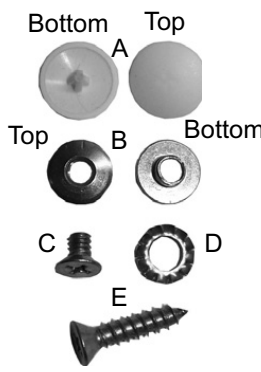
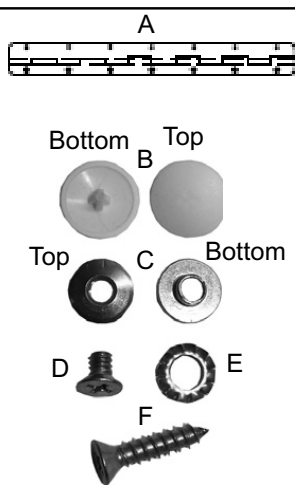
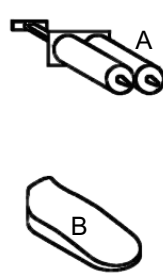
Door Assemblies And Components (5229 Only)

FirstStreet™ Door Hardware (5229 Only)				
Item	Description	Part No.	Previous No.	Image
1	Door Assembly Complete (Left-Hand); Includes Items A-D Below: A. Door Assembly with Latch And Hinge B. Door Gasket, Silicone C. Screw, #8-32 X 3/4" Flat HD (7 Each) D. Door Bumper (Rubber, Stick On) <i>Note 1: Door handle purchased separately (page 12)</i>	LZ63XXX* LX73XXX* LX84XXX* FT94000 FT87000	- Note 1 - - -	 1
2	Door Assembly Complete (Right-Hand); Includes Items A-D Below: A. Door Assembly with Latch And Hinge B. Door Gasket, Silicone C. Screw, #8-32 X 3/4" Flat HD (7 Each) D. Door Bumper (Rubber, Stick On) <i>Note 1: Door handle purchased separately (page 12)</i>	LZ62XXX* LX72XXX* LX84XXX* FT94000 FT87000	- Note 1 - - -	 2
FirstStreet™ Door Strike Plate Assembly (5229 Only)				
1	FirstStreet Door Strike Plate Assembly; Items A-B Included: A. Chrome Door Strike Plate (Top) B. Chrome Door Strike Plate (Bottom)	LX85000 LX86000 LX87000	- - -	
2	Screw, #8-32 X 3/4" Flat HD (Two required for each door strike plate listed above.)	FT94000	-	
*XXX = Color Options: 959 = White, 958 = Almond				

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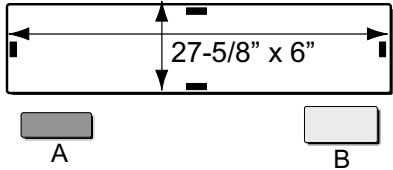
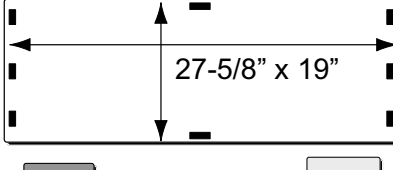
Door Assembly Hardware

FirstStreet™ Door Hardware Repair Kit (5230 Only)				
Item	Description	Part No.	Previous No.	Image
1	Door Hardware Repair Kit Complete; Includes Items A-E below: A. Screw, Tap Cap (14 Each) B. Barrel Nut, Binding Barrel (7 Each) C. Screw, #8-32 x 1/4" Flat HD (7 Each) D. Washer, Tooth Lock (7 Each) E. Screw, #8-32 X 3/4" Flat HD (7 Each)	LU67XXX* GB61XXX* GJ49000 GJ50000 GF51000 FT94000	- - - - -	
FirstStreet™ Door Hinge Repair Kit (5230 Only)				
1	Door Hinge Repair Kit Complete; Includes items A-F below: A. Finestra Hinge (1 Each) B. Screw, Tap Cap (14 Each) C. Barrel Nut, Binding Barrel (7 Each) D. Screw, #8-32 x 1/4" Flat HD (7 Each) E. Washer, Tooth Lock (7 Each) F. Screw, #8-32 X 3/4" Flat HD (7 Each)	LU69XXX* FL50XXX* GB61XXX* GJ49000 GJ50000 GF51000 FT94000	- - - - - -	
FirstStreet™ Strike Plate Repair Kit (5230 Only)				
1	A. Adhesive, Epoxy Gel (Loctite) B. Finestra Door Strike Plate (1 Each)	NT39000 GB60XXX*	- -	
FirstStreet™ Leveling Foot (5229 & 5230 Models)				
1	Leveling Mount, Foot, 7" (Levels Bath)	LW31000	-	
*XXX = Color Options: 959 = White, 958 = Almond				

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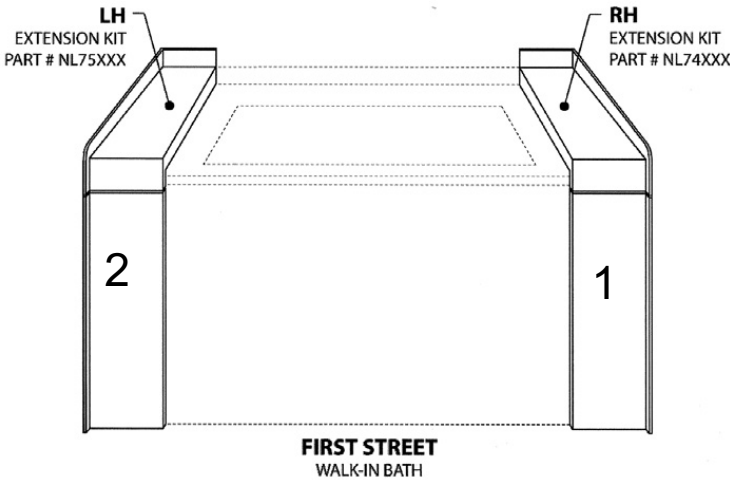
Skirt Panels (5230 Only)

Item	Description	Qty.	Fit & Function	Image
NL77XXX*	Skirt Panel Assembly Complete (27-5/8" X 6")	1	For FirstStreet™ And Finestra Models	
	Panel Accessories:		Steel Skirt Plates Factory Installed on Panel	
A.	HP25000, Skirt Magnet (1/2" X 1")	1		
B.	HP26000, Steel Skirt Plate (3-1/4" X 2")	1		
NL76XXX*	Skirt Panel Assembly Complete (27-5/8" X 19")	1	For FirstStreet™ And Finestra Models	
	Panel Accessories:		Steel Skirt Plates Factory Installed on Panel	
A.	HP25000, Skirt Magnet (1/2" X 1")	1		
B.	HP26000, Steel Skirt Plate (3-1/4" X 2")	1		
*XXX = Color Option: 958 = Almond, 959 = White				

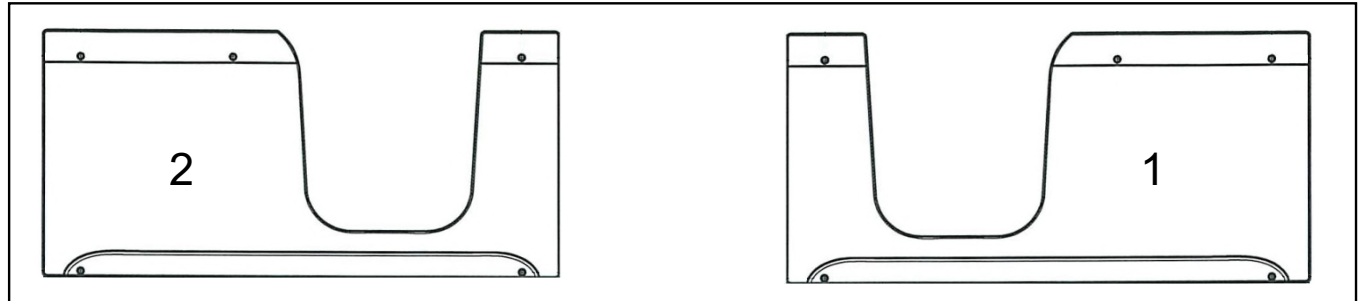
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Skirt Extension Kits (5230 Only)

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Acrylic Filler Panel Extension Kit				
Item	Description	Part No.	Previous No.	Qty.
1	Acrylic Filler Panel Extension Kit (Right)	NL74XXX*	-	1
2	Acrylic Filler Panel Extension Kit (Left)	NL75XXX*	-	1
*XXX = Color Options: 959 = White, 958 = Almond				

Skirt Panels (5229 Only)



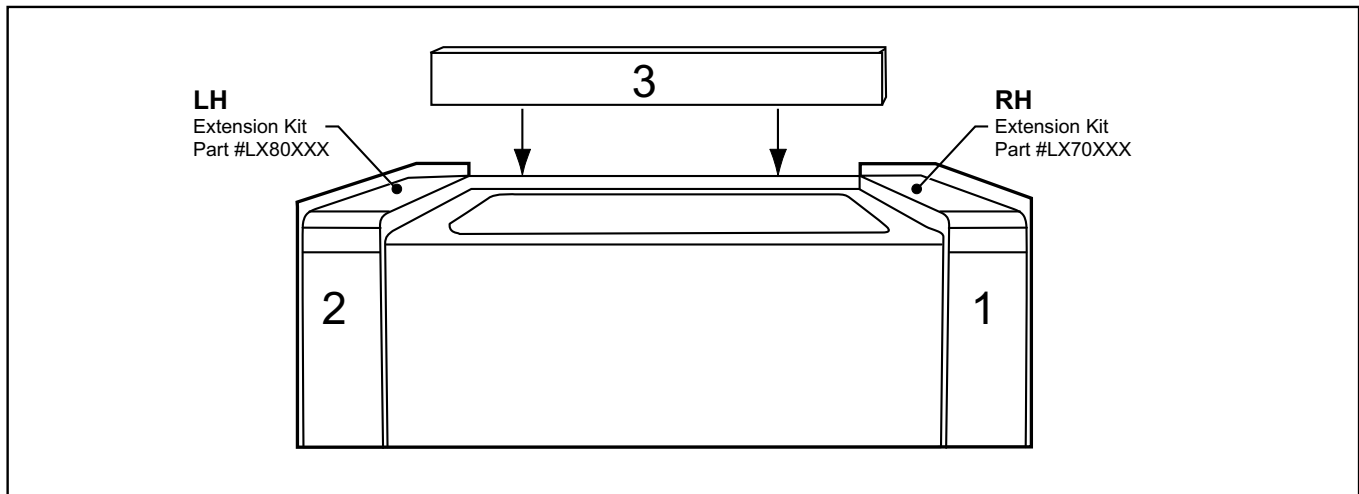
Acrylic Filler Panel Extension Kit

Item	Description	Part No.	Qty.	Image
1	Skirt Access Panel (LH)	LX93XXX*	1	See Illustration Above
2	Skirt Access Panel (RH)	LX92XXX*	1	

*XXX = Color Options: 959 = White, 958 = Almond

Part No.	Description	Qty.	Function	Image
LL19000	Skirt Panel Retainer Kit Includes:	1	Assembly mates (snaps over) tabs on removable tub skirt panels	
	A. Mounting Nut	1		
	B. Mounting Cup	1		
	C. Insert Plug	1		

Skirt Extension Kits (5229 Only)



Acrylic Filler Panel Extension Kit

Item	Description	Part No.	Previous No.	Qty.
1	Acrylic Filler Panel Extension Kit (Right)	LX70XXX*	-	1
2	Acrylic Filler Panel Extension Kit (Left)	LX80XXX*	-	1
3	Acrylic Back Shelf Kit; Includes Items A-B:	LW94XXX*	-	1
		A. Shelf Kit L-Bracket, ABS	-	1
		B. Acrylic Back Shelf (LH or RH Mount)	-	1
		LX76XXX*	-	1

*XXX = Color Options: 959 = White, 958 = Almond

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JACUZZI005618

002700

002700

JACUZZI005619

PRODUCT SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE

Jacuzzi Luxury Bath has obtained applicable code (standards) listings generally available on a national basis for products of this type. It is the responsibility of the installer/owner to determine specific local code compliance prior to installation of the product. Jacuzzi Luxury Bath makes no representation or warranty regarding, and will not be responsible for any code compliance.

JACUZZI LUXURY BATH

Jacuzzi Luxury Bath
14525 Monte Vista Ave, Chino CA 91710
(800) 288-4002
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JACUZZI005620

From: Torres, Ray
Sent: Monday, June 24, 2013 3:56 PM
To: Martinez, Audrey; Bachmeyer, Kurt
Subject: RE: Service issues on 5230/5229

no worries, I have the pan in the lab and it is less aggressive than the tub side by side you can see it. ill spend the 3k but how we going to get this money back?also, one is a dwo issue not jacuzzi, the second is an old person who got stuck, no slip involved. ?

Raymond Torres
Sr. Director of Engineering – Jacuzzi Luxury Bath

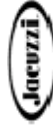
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909.247.2158 (o) 909.217.4799 (c) 909.643.2829 (f)

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From: Martinez, Audrey
Sent: Monday, June 24, 2013 3:48 PM
To: Torres, Ray
Subject: RE: Service issues on 5230/5229

I'm guessing it's Anthony who is raising the slip issue. He's got lawyers for lawyers. I think we'd better drop the \$3k and add to the certification.

Audrey Martinez
Marketing Manager- Aging In Place Bathing



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13925 City Center Drive, Suite 200 / Chino Hills, CA 91709
909.247.2582 (o) 909.762.3203 (c)

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From: Torres, Ray
Sent: Monday, June 24, 2013 3:43 PM
To: Bachmeyer, Kurt; Martinez, Audrey
Subject: RE: Service issues on 5230/5229

yep, im here, one item is dwo, one person got stuck to weak to keep himself out of the well, and one slipped.

Raymond Torres
 Sr. Director of Engineering – Jacuzzi Luxury Bath

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From: Bachmeyer, Kurt
Sent: Monday, June 24, 2013 2:19 PM
To: Torres, Ray; Martinez, Audrey
Subject: FW: Service issues on 5230/5229

Are you both in this week? I've been tasked by Bill D to get this group together and discuss steps to resolve so we don't see these issues continually coming up. Let me know – thank you.

Kurt Bachmeyer
 Director of Customer Service



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909.247.2187 (o) 909.606.4270 (f)

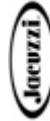
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From: Reyes, Regina
Sent: Friday, June 21, 2013 2:21 PM
To: Bachmeyer, Kurt
Subject: Service issues on 5230/5229

Kurt, here are the tubs we talked about:

BDD3W3 5230 mfg 10/15/12; customer I Stoldt; installed 9/18/12 installer Keith Cottett – customer reported that unit would not drain; she got stuck in tub and had to crawl out of door; installer addressing to find out why tub would not drain.
BDF78X 5229 mfg 4/17/13; customer D Greenwell; installed 4/17/13 installer American Home Design – customer reported tub didn't work during conversation he mentioned he slipped in tub, got stuck in footwell had to call fire dept to get out. Field tech later found no mfg defect, customer wasn't operating the tub properly.
BDD537 mfg 10/29/12; customer C Lashinsky; installed 12/29/12 installer Anthony Home improvement – customer called to request we replace her door under warranty. Partner slipped in tub, they had to remove the door to get her out.

Regina Reyes
Customer Service Manager



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14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Bachmeyer, Kurt
Sent: Thursday, November 08, 2012 5:11 PM
To: Torres, Ray
Cc: Martinez, Audrey
Subject: RE: service request status
Attachments: cannot push button to start.xls

I count 12 out of 139 - highlighted in yellow.

Kurt Bachmeyer

Director of Customer Service

www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710

909.247.2187 (o) 909.606.4270 (f)

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-----Original Message-----

From: Torres, Ray
Sent: Thursday, November 08, 2012 4:52 PM
To: Bachmeyer, Kurt
Cc: Torres, Ray; Martinez, Audrey
Subject: Re: service request status

Can you break down this to what is push issues vs other?

Sent from my iPhone

On Nov 8, 2012, at 4:39 PM, "Bachmeyer, Kurt" <Kurt.Bachmeyer@jacuzzi.com> wrote:

> Good evening -
>
> Here is the data for the push button - you will see a lot of incidents here but many are ruled out from having a "can't push button" after the root cause was discovered. Let me know if we need to discuss.
>
> Regards,
>
>
>
> Kurt Bachmeyer
>
> Director of Customer Service
>
>
>
>
>
> www.jacuzzi.com
>
> 14525 Monte Vista Avenue / Chino, CA 91710
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>

>

>

>

> -----Original Message-----

> From: Reyes, Regina

> Sent: Thursday, November 08, 2012 4:19 PM

> To: Bachmeyer, Kurt

> Subject: RE: service request status

>

> Here you go.

>

> Regina Reyes

>

> Customer Service Manager

>

>

>

>

>

> www.jacuzzi.com

>

> 14525 Monte Vista Avenue / Chino, CA 91710

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> 909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT

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>

>
> -----Original Message-----
> From: Bachmeyer, Kurt
> Sent: Thursday, November 08, 2012 10:43 AM
> To: Reyes, Regina
> Subject: FW: service request status
>
> Can you provide me with this data please. Thank you.
>
>
>
> Kurt Bachmeyer
>
> Director of Customer Service
>
>
>
>
> www.jacuzzi.com
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>
>
>
> -----Original Message-----
> From: Martinez, Audrey
> Sent: Thursday, November 08, 2012 10:34 AM
> To: Torres, Ray; Bachmeyer, Kurt
> Cc: norm.murdock@firststreetonline.com; 'DAVE MODENA'

> Subject: RE: service request status
 >
 > Ray- any input on how we can make the buttons easier to push?
 >
 > Kurt- can you please get a recap of button related issues together?
 >
 > Thanks!
 >
 > Audrey Martinez
 > Marketing Manager- Aging In Place Bathing
 >
 >
 >
 > www.jacuzzi.com
 > 13925 City Center Drive, Suite 200 / Chino Hills, CA 91709
 > 909.247.2582 (o) 909.762.3203 (c)
 >
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 >
 >
 >
 >
 > -----Original Message-----
 > From: Norm Murdock [mailto:norm.murdock@aihremodelers.com]
 > Sent: Thursday, November 08, 2012 8:52 AM
 > To: 'DAVE MODENA'; Martinez, Audrey
 > Subject: RE: service request status
 >
 > Audrey-
 >
 > This reiterates my request earlier in the week that we need to improve
 > the button operation (i.e. make easier to push) on the new tub.
 >
 > Are you able to pull a history of service calls to see how many of
 > them are button related???

> Norm Murdock, CAPS
> Vice President
>
> Phone: 303-222-3207
> Cell: 602-403-6267
> Email: norm.murdock@firststreetonline.com
> Website: www.firststreetinc.com, www.firststreetonline.com
>
>
>
> -----Original Message-----
> From: DAVE MODENA [mailto:DAVE.MODENA@firstSTREETonline.com]
> Sent: Thursday, November 08, 2012 9:42 AM
> To: NORM MURDOCK; Martinez, Audrey
> Subject: FW: service request status
>
> Looks like we are having Button Issues?? See below...
>
>
>
>
> Need to understand this before signing off on the new tub's
> buttons/operation ...
>
>
>
> Dave Modena
> Sr. Vice President
> 804-451-2314
> firstSTREET for Boomers & Beyond
> www.firststreetonline.com
>
>
>
>

>
> From: Allan Ross [mailto:aross@americanhomedesign.com]
> Sent: Thursday, November 08, 2012 11:19 AM
> To: DAVE MODENA
> Subject: FW: service request status

>
>
>
> Dave,
>
>
>
> Just to keep you informed. Lots of service issues. This does not
> include our recent repairs or the ones we fix ourselves.
>
>
>
> Thanks,
>
> Allan
>
>
>
> From: Ray Parnell [mailto:rparnell@americanhomedesign.com]
> Sent: Thursday, November 08, 2012 8:05 AM
> To: firststreetsupport@jacuzzi.com
> Cc: 'Allan Ross'
> Subject: service request status
>
>
>
> I need to know the status of these service requests:
>
>
>
> New:
>
>
>
> Jack Summy buttons sticking
>
> 1948 HWY 800 EAST
>
> Crofton, KY 42217

>
> (270)424-5453
>
>
>
> almond LH tub
>
> serial# BDDNDX
>
>
>
>
>
> sent to Miguel:
>
>
>
> FANCHIER buttons sticking
>
> 1263 HEATHERWOOD DR NE
>
> Arab, AL 35016
>
> (256)931-0480
>
>
>
> almond RH tub
>
> serial# BDDNQ3
>
>
>
>
>
> sent to Kurt B. :
>
>
>
>

> Mr Fay Holt is the customer who said his aroma therapy
> is not working, and not satisfied with the high pressure air blower
>
> 2223 LISA AVE
>
> MUSCLE SHOALS, AL 35661
>
> (256)810-2460
>
>
>
>
>
>
> Mr. Harry Kyle is the customer who says his buttons don't
> work half the time
>
> 7991 KENTUCKY HWY 159 N
>
> Butler, KY 41006
>
> (859)472-2418
>
>
>
>
> <cannot push button to start.xls>

From: Torres, Ray
Sent: Thursday, June 27, 2013 8:55 AM
To: Bachmeyer, Kurt
Subject: RE: slip standard

yes you do punk, remember this is a voluntary standard and enamel on steel and many competitors have nothing, again I have tested hundreds and this is the best I have seen in 27 years.

Raymond Torres
Sr. Director of Engineering – Jacuzzi Luxury Bath

www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2158 (o) 909.217.4799 (c) 909.643.2829 (f)

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From: Bachmeyer, Kurt
Sent: Thursday, June 27, 2013 8:40 AM
To: Torres, Ray
Subject: RE: slip standard

No – I live in the real world and have to speak to these people.

Kurt Bachmeyer
Director of Customer Service



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From: Torres, Ray
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you live in a bubble, water soap and acrylic is slippery, I have tested hundreds of patterns this is the best I have ever seen.

Raymond Torres

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From: Torres, Ray
Sent: Thursday, June 27, 2013 9:09 AM
To: Bachmeyer, Kurt
Subject: RE: slip standard

I know wish I had it! maybe little sticky flowers or non skid tape from a skate board? ha ha

Raymond Torres
 Sr. Director of Engineering – Jacuzzi Luxury Bath

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From: Bachmeyer, Kurt
Sent: Thursday, June 27, 2013 9:00 AM
To: Torres, Ray
Subject: RE: slip standard

I think you are missing the point – I'm only saying it would be a competitive advantage if we had something where slippage just couldn't happen.

Kurt Bachmeyer
 Director of Customer Service



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From: Pierce, Don
Sent: Wednesday, March 19, 2014 8:09 AM
To: Bachmeyer, Kurt; Martinez, Audrey; Torres, Ray
Cc: Reyes, Regina; Coester, Ruth; Davis, Megan
Subject: RE: Slippery floors W.I.T.

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This product is a water based application that an installer can do with no chemical experience. Durability is about 2-3 years.

There are more permanent solutions however, they require catalysis and trained person to install.

Surface Specialist can provide both. Of course the product that requires professional application is not sold to consumers. Surface Specialists does sell this product to Kohler to use in their plant.

Donald R. Pierce
National Service Manager

Jacuzzi Luxury Bath
289 Jonesboro Rd. PMB 373
McDonough, Ga. 30253
Cell: 404-353-1956
Fax: 770-898-6830

From: Bachmeyer, Kurt
Sent: Wednesday, March 19, 2014 10:11 AM
To: Martinez, Audrey; Torres, Ray; Pierce, Don
Cc: Reyes, Regina; Coester, Ruth; Davis, Megan
Subject: RE: Slippery floors W.I.T.

Unless there is something in this product that may influence the integrity of the acrylic shell and or structure I see no reason why this would void the warranty to the consumer. That said – I know nothing about this product or its chemical composition – Ray and Don may be able to assist us with that part of the answer.

Adding a few others so once we make a stance or recommendation we are all aware of the decision.

Kurt Bachmeyer

Director of Customer Service



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From: Martinez, Audrey

Sent: Tuesday, March 18, 2014 4:50 PM

To: Bachmeyer, Kurt; Torres, Ray

Subject: FW: Slippery floors W.I.T.

FS has a couple of tubs in the field that people want removed because the customers claim they are too slippery to use. We proposed Liquiguard Solid Step Cote- an after market anti slip coating that Emmett Luder uses on tubs for the elderly. Will this void their warranty??

Audrey Martinez

Marketing Manager- Aging In Place Bathing



www.jacuzzi.com

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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Tuesday, March 18, 2014 3:08 PM

To: Martinez, Audrey

Subject: RE: Slippery floors W.I.T.

Can you please confirm that the use of this product on Jacuzzi tubs will not void your lifetime warranty? We just need that confirmation in order to use this product.

Thanks!

Norm Murdock, CSA
Vice President

firstSTREET
for Boomers and Beyond®

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]

Sent: Wednesday, October 16, 2013 12:59 PM

To: Torres, Ray; Steve Buckley

Cc: Norm Murdock

Subject: RE: Slippery floors W.I.T.

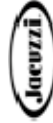
We have a dealer who uses this product regularly with great results:

Liquidguard - Solid Step Cote
Liquidguard Technologies
(800) 790-9299

Let me know if you need any additional information.

Audrey Martinez

Marketing Manager- Aging In Place Bathing



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From: Torres, Ray
Sent: Tuesday, October 15, 2013 10:55 AM
To: Steve Buckley; Martinez, Audrey
Subject: RE: Slippery floors W.I.T.

Yes we could add an additional bar, Audrey may have a bath mat or an non slip application to help, I will defer to her.....

Raymond Torres
 VP Operations & Engineering – Jacuzzi Luxury Bath



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From: Steve Buckley [mailto:sbuckley@atlashomeimprovement.com]
Sent: Tuesday, October 15, 2013 10:54 AM
To: Torres, Ray
Cc: Matt Cooke; Darian Bobby (bobbydar@hotmail.com); David Bobby
Subject: Slippery floors W.I.T.

Hi Ray ,

Just wondering your thoughts on this . We are having a few customers slipping on bottom of Jacuzzi tub, I am wondering if you have any recommendations on a product and or a bath mat suitable for this issue . Looking for something easy for the elderly.
 Also, are we able to purchase and install the new top mounted grab bar on existing installs ? This may help as well .
 Please advise .

Thank you
 Steve Buckley
 Production Manager/Bath division
SBuckley@atlashomeimprovement.com
 Atlas Home Improvement
 10824 Plaza Drive

Whitmore Lake, MI 48189
800-378-1924 (734) 658-3627 Cell (810) 227-8079 Fax

002723

From: Bachmeyer, Kurt
Sent: Wednesday, March 19, 2014 7:11 AM
To: Martinez, Audrey; Torres, Ray; Pierce, Don
Cc: Reyes, Regina; Coester, Ruth; Davis, Megan
Subject: RE: Slippery floors W.I.T.

Unless there is something in this product that may influence the integrity of the acrylic shell and or structure I see no reason why this would void the warranty to the consumer. That said – I know nothing about this product or its chemical composition – Ray and Don may be able to assist us with that part of the answer.

Adding a few others so once we make a stance or recommendation we are all aware of the decision.

Kurt Bachmeyer
Director of Customer Service



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From: Martinez, Audrey
Sent: Tuesday, March 18, 2014 4:50 PM
To: Bachmeyer, Kurt; Torres, Ray
Subject: FW: Slippery floors W.I.T.

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Audrey Martinez
Marketing Manager- Aging In Place Bathing



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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Tuesday, March 18, 2014 3:08 PM

To: Martinez, Audrey

Subject: RE: Slippery floors W.I.T.

Can you please confirm that the use of this product on Jacuzzi tubs will not void your lifetime warranty? We just need that confirmation in order to use this product.

Thanks!

Norm Murdock, CAPS, CSA
Vice President

firstSTREET
for Boomers and Beyond

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]

Sent: Wednesday, October 16, 2013 12:59 PM

To: Torres, Ray; Steve Buckley

Cc: Norm Murdock

Subject: RE: Slippery floors W.I.T.

We have a dealer who uses this product regularly with great results:

Liquidguard - Solid Step Cote
Liquidguard Technologies
(800) 790-9299

Let me know if you need any additional information.

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Marketing Manager- Aging In Place Bathing



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From: Torres, Ray

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Please advise .

Thank you
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SBuckley@atlashomeimprovement.com
Atlas Home Improvement
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Whitmore Lake, MI 48189
800-378-1924 (734) 658-3627 Cell (810) 227-8079 Fax

From: Reyes, Regina
Sent: Friday, March 21, 2014 3:23 PM
To: Pierce, Don; Bachmeyer, Kurt; Martinez, Audrey; Torres, Ray
Cc: Coester, Ruth; Davis, Megan
Subject: RE: Slippery floors W.I.T.

just putting this out there

Considering the life span of the product once applied, 2 years, we could receive complaints after the product wears. We may not know that this product was applied and quite frankly the customer may forget. Wondering if we may be creating bigger issues with the customer thinking it "used to be safe and now it's not I slip"

Regina Reyes
Customer Service Manager



www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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National Service Manager

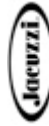
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McDonough, Ga. 30253
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Fax: 770-898-6830

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Marketing Manager- Aging In Place Bathing



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 Vice President

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for Boomers and Beyond

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]
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 Liquidguard Technologies
 (800) 790-9299

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 VP Operations & Engineering – Jacuzzi Luxury Bath



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From: Steve Buckley [<mailto:sbuckley@atlashomeimprovement.com>]
Sent: Tuesday, October 15, 2013 10:54 AM
To: Torres, Ray
Cc: Matt Cooke; Darian Bobby (bobbydar@hotmail.com); David Bobby
Subject: Slippery floors W.I.T.

Hi Ray ,

Just wondering your thoughts on this . We are having a few customers slipping on bottom of Jacuzzi tub, I am wondering if you have any recommendations on a product and or a bath mat suitable for this issue . Looking for something easy for the elderly.
Also, are we able to purchase and install the new top mounted grab bar on existing installs ? This may help as well .
Please advise .

Thank you
Steve Buckley
Production Manager/Bath division
sbuckley@atlashomeimprovement.com
Atlas Home Improvement
10824 Plaza Drive
Whitmore Lake, MI 48189
800-378-1924 (734) 658-3627 Cell (810) 227-8079 Fax

From: Norm Murdock <norm.murdock@aihremodelers.com>
Sent: Thursday, May 08, 2014 10:29 AM
To: Martinez, Audrey; Torres, Ray; Bachmeyer, Kurt; Davis, Joseph N.
Subject: RE: Survey results

I will have the Q1 surveys sent to you...

I think the other major issue that we see frequently in the surveys are complaints that the seat & floor are too slippery...

Norm Murdock, CAPS, CSA
 Vice President

firstSTREET
for Boomers and Beyond

Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]
Sent: Wednesday, May 07, 2014 9:56 AM
To: Norm Murdock; Torres, Ray; Bachmeyer, Kurt; joey.davis@jacuzzi.com
Subject: RE: Survey results

Thanks for sharing Norm. Yes, we'd like to see approval well over 80%.

While it's definitely a plaguing issue, I don't know that we've had enough skirt fit issue to make these numbers drop this significantly. Can you share any more detail of the comments on the surveys so we can review and identify areas we need to address? Simona used to scan copies and send to us but I haven't seen anything in quite a while.

Audrey Martinez
 Marketing Manager- Aging In Place Bathing



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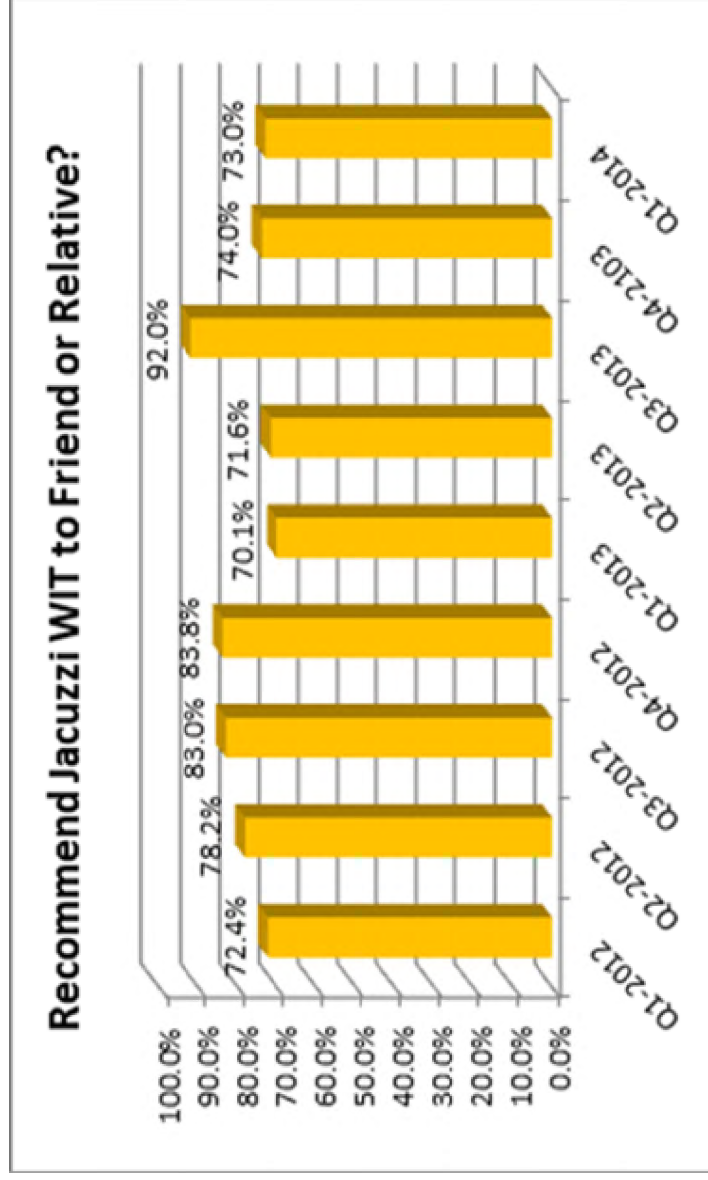
From : Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Tuesday, May 06, 2014 3:27 PM

To: Martinez, Audrey; Torres, Ray; Bachmeyer, Kurt;

Subject: Survey results

FYI below...a bit of a falloff in the last two quarters....probably due primarily to the skirt fit issues...would be good to get this back to over 80%+ for the rest of the year...thoughts?



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From: Norm Murdock <norm.murdock@aihremodelers.com>
Sent: Friday, May 09, 2014 8:10 AM
To: Martinez, Audrey; Torres, Ray; Bachmeyer, Kurt; Davis, Joseph N.
Subject: RE: Survey results

Also, other common complaints include long fill time & long drain times...

Norm Murdock, CAPS, CSA
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From: Norm Murdock [mailto:norm.murdock@aihremodelers.com]
Sent: Thursday, May 08, 2014 11:29 AM
To: 'Martinez, Audrey'; 'Torres, Ray'; 'Bachmeyer, Kurt'; Joseph.Davis@jacuzzi.com
Subject: RE: Survey results

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]
Sent: Wednesday, May 07, 2014 9:56 AM
To: Norm Murdock; Torres, Ray; Bachmeyer, Kurt; joey.davis@jacuzzi.com
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Audrey Martinez

Marketing Manager- Aging In Place Bathing



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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

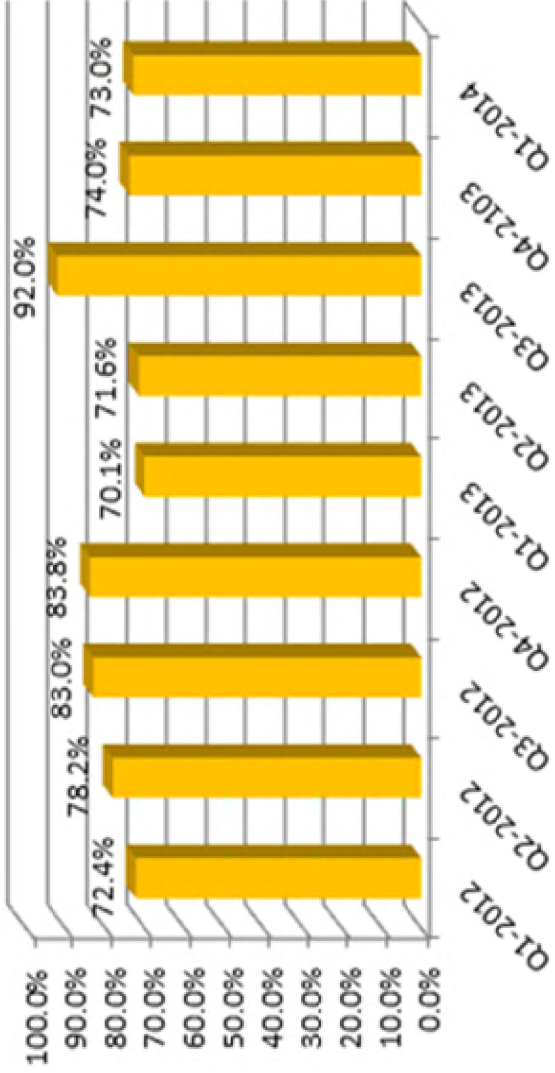
Sent: Tuesday, May 06, 2014 3:27 PM

To: Martinez, Audrey; Torres, Ray; Bachmeyer, Kurt;

Subject: Survey results

FYI below...a bit of a falloff in the last two quarters...probably due primarily to the skirt fit issues...would be good to get this back to over 80%+ for the rest of the year...thoughts?

Recommend Jacuzzi WIT to Friend or Relative?



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From: Martinez, Audrey
Sent: Thursday, October 31, 2013 2:34 PM
To: norm.murdock@aihremodelers.com; todd.stout@aihremodelers.com; Torres, Ray; Bachmeyer, Kurt
Subject: RE: Visit to the Shower Lab.)
Attachments: firstSTREET Recap10252013.doc

Attached find recap of last week's meeting. Please advise and additions or edits. Thank you!

Audrey Martinez
Marketing Manager- Aging In Place Bathing



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From: Norm Murdock [mailto:norm.murdock@firststreetonline.com]
Sent: Thursday, October 31, 2013 7:44 AM
To: Martinez, Audrey
Subject: RE: Visit to the Shower Lab.)

Hi Audrey-

Can you please provide a written meeting re-cap with key findings, takeaways & action items???

Thanks,

Norm Murdock, CAPS, CSA
Vice President

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Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]
Sent: Thursday, October 24, 2013 1:04 PM
To: Norm Murdock
Subject: RE: Visit to the Shower Lab:~)

Agenda for tomorrow. Looking forward to seeing you guys!

Audrey Martinez
 Marketing Manager- Aging In Place Bathing



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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Wednesday, October 23, 2013 2:44 PM
To: Martinez, Audrey
Cc: Torres, Ray; norm.murdock@aihremodelers.com; 'Todd Stout'
Subject: RE: Visit to the Shower Lab:~)

Agenda items for Fri:

- Tub to shower conversion:
 - o Installation of tub to shower conversion:
 - I would like my 2x installers to have as much hands-on work as possible with the prototype you have there. Maybe they could uninstall it & reinstall it??
 - Wall installation
 - Pan installation
 - Drain assembly
 - Pre-plumbed features

- Trim kit
 - Mini wall kit
 - Review of any design changes since conference:
 - New jets & jet locations
 - Modified seat + cushion option + color match to floor mat
 - Valve location
 - Threshold height
 - Shower rod placement
 - Wider plumbing pocket
 - New fixed shower head & location
 - Water containment results
 - Water demand results
 - Water heater requirement + tankless option
 - Shower doors (slider & bypass)
 - Anatomical detail review
 - Caulk vs no caulk
- WIT:
- Pillow
 - Color update – doors, skirt panels, filler kits
 - Skirt fit update/modifications
 - Adjustable anti-scald update
 - High flow faucet - single lever option
 - Quick drain option – 2” instead of 1.5” drain
 - ADA handle
 - Shower curtain/rod for WIT
 - Slip resistance improvement – mold change, adhesives, chemical or mat
 - Electronic air/water controls
 - Large/small WIT development & timeline
 - Door bumper
 - Foot jets

Norm Murdock, CAPS, CSA
Vice President

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Email: norm.murdock@firststreetonline.com

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]

Sent: Tuesday, October 22, 2013 9:51 AM

To: Norm Murdock

Subject: RE: Visit to the Shower Lab:~)

14525 Monte Vista Avenue
Chino, CA 91710

Audrey Martinez

Marketing Manager- Aging In Place Bathing



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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]

Sent: Tuesday, October 22, 2013 8:43 AM

To: Martinez, Audrey

Subject: RE: Visit to the Shower Lab:~)

What address will we be meeting at??

Norm Murdock, CAPS, CSA
Vice President

firstSTREET
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Phone: 303-222-3207

Cell: 602-403-6267

Email: norm.murdock@firststreetonline.com

Website: www.firststreetinc.com, www.firststreetonline.com

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From: Martinez, Audrey [<mailto:audrey.martinez@jacuzzi.com>]
Sent: Friday, October 18, 2013 1:47 PM
To: Norm Murdock
Subject: Visit to the Shower Lab:)

Ray and I are both available next Friday 10/25. Will that work for your team?

Audrey Martinez
Marketing Manager- Aging In Place Bathing



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firstSTREET Tub to Shower Review Agenda
October 25, 2013
Jacuzzi SCO

- Reviewed Current Walk In Tub
 - o Suggested raised push button/ doorbell type
 - o U bar in corners
 - o Slip floor product
 - Liquidguard - Solid Step Cote
 - Liquidguard Technologies
(800) 790-9299
 - o JLB to send pricing for teak mat for tub floor
 - o Move back middle foot 4" toward seat for easier access
 - o Installers complain that access panels too small, esp. at faucet end
 - o KB to send all technical bulletins of 5229 to TS
 - Front access light
 - Magnet fix on access panel
 - o RT to address common issues at plant
 - Leaking at motor due to poor tightening
 - Glue in jets
 - o AM send supply of ceramic cartridge replacements to TS in Denver
 - o Reported issues of diverter not operating hand held
 - o RT to send TS ball insert for custom handle
- Tub to Shower Install
 - o Reviewed all revised drawings
 - o Installed all parts individually without issue
 - o Pre plumbing is a great feature/ will save significant time and cost on all installs
 - RT to finalize dimension from floor to plumbing hook up
 - o Installers requested option for goose neck shower head extension
 - o RT to review width of trim kit- 4" seems too big
 - o Installers requested "L" shaped trim kit to finish floor in front of dam

002744

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JACUZZI005663

- o Plan to video complete install process for training purposes
- Service Related Issues
 - o Discussed need for periodic “Installer’s Council” to review issues in the field with JLB Engineering, Production, CS and Marketing team
 - o AM to coordinate training for Denver production group at Valdosta facility sometime in early December

002745

002745

JACUZZI005664

From: Torres, Ray
Sent: Thursday, June 27, 2013 8:37 AM
To: Bachmeyer, Kurt
Subject: slip standard

you live in a bubble, water soap and acrylic is slippery, I have tested hundreds of patterns this is the best I have ever seen.

Raymond Torres

Sr. Director of Engineering – Jacuzzi Luxury Bath

www.jacuzzi.com

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From: Reyes, Regina
Sent: Tuesday, November 05, 2013 12:43 PM
To: Nuanes, Deborah; Martinez, Audrey; Bachmeyer, Kurt
Subject: slippery tubs

Importance: High

Ok, we continue to receive this feedback. I know that the FS units exceed ASTM slip resistant test protocol standards yet we continue to receive these claims. It took little effort on my part to locate a few bath mats. Not sure why Firststreet has so much trouble finding these items. In fact I was at Target last night and noticed some – but I cannot find them on their website today.

How do you feel about me pointing them in the direction of specific items?

http://www.amazon.com/Compac-Select-Safe-T-Shapes-Bathtub-Decals/dp/B000J00EAM/ref=sr_1_fkmr0_2?ie=UTF8&qid=1383682960&sr=8-2-fkmr0&keywords=bath+mat+strips+for+inside+shower

Regina Reyes

Customer Service Manager



www.jacuzzi.com

14525 Monte Vista Avenue / Chino, CA 91710
909.247.2170 (o) Office Hours 8 a.m. to 5:00 p.m. PT
909.247.2551 (f)

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From: Melanie Borgia [<mailto:melanieborgia@gmail.com>]
Sent: Tuesday, November 05, 2013 11:45 AM
To: Nuanes, Deborah; Reyes, Regina; First Street Support
Subject: Tub

Hello: I have so many people stating the tub seat and floor are extremely slippery. Literally, unsafe. Is there any type of mat or something that we can do to help this issue? I tried to find online anything to help, but nothing the size we need.

--
Airtite
Melanie Borgia
1013 Wood Street
Scranton, Pa. 18508
P: 800-687-5153
F: 570-504-2183
melanieborgia@gmail.com

From: Coester, Ruth
Sent: Friday, April 04, 2014 6:25 AM
To: Bachmeyer, Kurt; Reyes, Regina; Pierce, Don
Subject: Solid Step Cote
Attachments: AIHR 114th Issue Newsletter.pdf; SolidStepCote-ApplicationInstructions-b10.pdf

Good morning.

Stephanie forwarded this FS Newsletter to me this morning. Will we be recommending this product to all consumers, not just FS customers? If so, will we just supply a phone number to call? If this just for the floor? It seems too harsh to sit on it but is it also recommended for the seat?

Thanks
Ruth

Ruth Coester
Supervisor
Georgia Call Center



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From: Swanson, Stephanie
Sent: Friday, April 04, 2014 8:54 AM
To: Coester, Ruth
Subject: FW: 114th Issue Newsletter

FYI

Thanks,
Stephanie

From: SIMONA ROBERTSON [<mailto:SIMONA.ROBERTSON@firstSTREETonline.com>]
Sent: Thursday, April 03, 2014 9:55 PM
Cc: DAVE MODENA
Subject: 114th Issue Newsletter

Hello All,

Please find attached our latest edition Newsletter!

Best,

*Simona Reid-Robertson
phone 804-451-2309
fax 804-524-9889
firstSTREET for Boomers and Beyond*

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