

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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9	Plaintiffs' Reply in Support of Plaintiffs' Renewed Motion to Strike Defendant Jacuzzi, Inc. d/b/a Jacuzzi Luxury Bath's Answer for Repeated, Continuous and Blatant Discovery Abuses on Order Shortening Time	01/29/19	4 5	922–1000 1001–1213
17	Plaintiffs' Reply in Support of Their 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	06/14/19	8	1779–1790
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

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Email

System Information

Created By	Veltig, 11/30/2016 9:31 AM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 8:29 PM	Billing Address	United States
Serial #	LW45 BDF85Q	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Case Comments

8/30/2016 9:04 AM

8/30/2016 9:00 AM

User	Deborah Nuanes	User	Deborah Nuanes
Public	<input type="checkbox"/>	Public	<input type="checkbox"/>
Comment	<p>From: Betty Cox [mailto:bcox01@cox.net] Sent: Tuesday, August 30, 2016 11:16 AM To: Joyner, Dwayne Subject: Tub</p> <p>The tub was put in ok only complaint too slick. The job that was not finished was extra work we paid to install tile and toilets in bathrooms. Right now my biggest concern is to get the surface taken care of so my husband can use the tub Sent from my iPad</p>	Comment	<p>From: Joyner, Dwayne Sent: Tuesday, August 30, 2016 8:05 AM To: rebecca@communitybuildersinc.com Cc: Nuanes, Deborah Subject: BETTY COX LW45 / BDF85Q</p> <p>Hi Rebecca, We have a customer in Oklahoma City, OK. @ 3501 Lightner Lane, that has a complaint her floor is slippery and the installer never finished the trim around tub to complete the job. Can we get someone out to finish the bathroom and maybe install a Kahuna grip floor mat that I would send to you to have the installer install for her because she says the floor is to slippery. Please let me know if you can assist. Thanks Dwayne</p> <p>Dwayne Joyner Systems Control Technician</p>

Activity History

Email: Kahuna Grip Tub Mat [ref:_00DG0kX3r_500G012XjhD:ref]

Name	BETTY COX
Task	<input checked="" type="checkbox"/>
Due Date	9/6/2016
Assigned To	Dwayne Joyner

JACUZZI006043

REV JACUZZI006143

APEN 0999

Last Modified Date/Time **9/6/2016 2:47 PM**

Additional To: bcox01@cox.net
CC:
BCC:
Attachment:

Comments **Subject:** Kahuna Grip Tub Mat [ref:_00DG0kX3r._500G012XjhD:ref]
Body:
 Hi Mrs. Cox, I have placed an order for a floor mat to put in the walk in tub. The confirmation # is 218140 and will ship from Valdosta, GA. by FedEx. You should have this by Thursday. If you have any further questions let me know. Thanks Dwayne
 ref:_00DG0kX3r._500G012XjhD:ref

Email: Slippery Floor [ref:_00DG0kX3r._500G012XjhD:ref]

Name Rebecca Stidman

Task ☒

Due Date 9/2/2016

Assigned To Dwayne Joyner

Last Modified Date/Time **9/2/2016 2:01 PM**

Additional To: rebecca@communitybuildersinc.com
CC: deborah.nuanes@jacuzzi.com
BCC:
Attachment:

Subject: Slippery Floor [ref:_00DG0kX3r._500G012XjhD:ref]
Body:
 Hi Rebecca, Do you have anyone that can install the Kahuna Grip for this customer?

Comments **Owner First Name** BETTY
Owner Last Name COX Serial # LW45 BDF85Q
Owner address 1 3501 LIGHTNER LANE Model # LW45958
Owner address 2 Model Description FS 5229 C RH SLN HTR SKT ALM
Owner City OKLAHOMA CITY installation 5/22/2013
Owner State OK
Owner Zip 73179
 (405) 745-3216Click to dial

Please let me know so I can make contact with customer. Thanks Dwayne
 ref:_00DG0kX3r._500G012XjhD:ref

Email: Trim around tub [ref:_00DG0kX3r._500G012XjhD:ref]

Name BETTY COX

Task ☒

Due Date 8/30/2016

Assigned To Dwayne Joyner

Last Modified Date/Time **8/30/2016 7:57 AM**

Additional To: bcox01@cox.net
CC:
BCC:
Attachment:

Comments **Subject:** Trim around tub [ref:_00DG0kX3r._500G012XjhD:ref]
Body:
 Hi Mrs. Cox, Is there any way you can take some photos of your tub and show where they did not complete the trim around the tub. Thanks Dwayne
 ref:_00DG0kX3r._500G012XjhD:ref

Emails

Kahuna Grip Tub Mat [ref:_00DG0kX3r._500G012XjhD:ref]

Message Date 9/6/2016 2:47 PM

Has Attachment ☐

Email Address bcox01@cox.net

JACUZZI006044

REV JACUZZI006144

APEN 1000

Status **Sent**
 Subject **Kahuna Grip Tub Mat [ref:_00DG0kX3r._500G012XjhD:ref]**
 Text Body **Hi Mrs. Cox, I have placed an order for a floor mat to put in the walk in tub. The confirmation # is 218140 and will ship from Valdosta, GA. by FedEx. You should have this by Thursday. If you have any further questions let me know. Thanks Dwayne**
ref:_00DG0kX3r._500G012XjhD:ref

Slippery Floor [ref:_00DG0kX3r._500G012XjhD:ref]

Message Date **9/2/2016 2:01 PM**
 Has Attachment ☐
 Email Address **rebecca@communitybuildersinc.com**
 Status **Sent**
 Subject **Slippery Floor [ref:_00DG0kX3r._500G012XjhD:ref]**
Hi Rebecca, Do you have anyone that can install the Kahuna Grip for this customer?

Owner First Name BETTY
Owner Last Name COX Serial # LW45 BDF85Q
Owner address 1 3501 LIGHTNER LANE Model # LW45958
Owner address 2 Model Description FS 5229 C RH SLN HTR SKT ALM
 Text Body **Owner City OKLAHOMA CITY installation 5/22/2013**
Owner State OK
Owner Zip 73179
(405) 745-3216Click to dial

Please let me know so I can make contact with customer. Thanks Dwayne
ref:_00DG0kX3r._500G012XjhD:ref

Trim around tub [ref:_00DG0kX3r._500G012XjhD:ref]

Message Date **8/30/2016 7:57 AM**
 Has Attachment ☐
 Email Address **bcox01@cox.net**
 Status **Sent**
 Subject **Trim around tub [ref:_00DG0kX3r._500G012XjhD:ref]**
 Text Body **Hi Mrs. Cox, Is there any way you can take some photos of your tub and show where they did not complete the trim around the tub. Thanks Dwayne**
ref:_00DG0kX3r._500G012XjhD:ref

Chatter
Text Posts

Dwayne Joyner @Deborah Nuanes Not Yet.
September 2, 2016 at 2:02 PM

Deborah Nuanes @Dwayne Joyner Have you heard back from Community Builders.
September 2, 2016 at 1:50 PM

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JACUZZI006045

REV JACUZZI006145



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Case: 00399839

Case Number	00399839	Date/Time Opened	10/3/2016 1:22 PM
Contact Name	Kathe Dolan	Case Owner	Ruth Coester
Account Name	Jacuzzi Consumers Master Account	Case Record Type	Extended
Warranty	LW45 BDJB5D	Contact Email	none@jacuzzi.com
Model Description	FS 5229 C RH SLN HTR SKT ALM	Contact Phone	(850) 434-7233
Part Number		Case Age	(1)
Case Origin	Phone	Early Warning	
Sub-Origin		Serial # (Text)	
Email Origin		Part Number (Text)	LW45959
Brand	JB	Clicktools Survey Link	Survey Link
		Type	

Case Summary

Case Title	Kathe Dolan - Jacuzzi Consumers Master Account - - - Inquiry/Process transaction - 2016-10-03
Priority	Medium
Status	Closed
Case Reason	Technical Support
Subject	Wants door to open outwards, not inward.
Description	<p>She is 90 yr old and purchased 3-25-14.</p> <p>She does not like door opening inward.</p> <p>Does not like location of faucet.</p> <p>Advised we are not planning on a design change.</p> <p>She slipped and fell in bath and it took 45 min. for her to get up and out of the bath.</p> <p>Advised will note her complaint.</p>

Quality Metrics

UFC Category	Process	Feedback	Complaint
UFC Component	Product	Feedback Detail	Product
UFC Sub-Component	Experience	Early Warning Comments	Does not like door opening inward Does not like location of faucet and drain
UFC Behavior	General Inquiry	Early Warning	<input type="checkbox"/>
Has Warranty	<input type="checkbox"/>	EW Date	10/3/2016
		Observed Symptom/Issue	
		Main Component	
		Sub-component	

Service

JACUZZI006046

REV JACUZZI006146


APEN 1002

Balance Due		Claim Date	
Date Service Center Contacted		Claim Number	
Current Servicing Dealer/Customer Name		Order Date	
Current Servicing Dealer/Agent Number		Order Number	
Current Servicing Dealer/Contact Name		Shipping Carrier	
Service Date		Tracking Number	
Tech onsite	<input type="checkbox"/>	Track Order	
Training Required	<input type="checkbox"/>	Replacement Serial #	
Service Liability			
Charge Back	No		

Concierge Services

Date Customer Contacted	10/3/2016 3:48 PM	Quantity	
-------------------------	-------------------	----------	--

System Information

Created By	Ruth Coester, 10/3/2016 1:22 PM	Date/Time Closed	10/4/2016 3:28 PM
		Last Modified By	Deborah Nuanes, 10/4/2016 3:28 PM
		Escalated	<input type="checkbox"/>
		Second Escalation Completed	<input type="checkbox"/>
		Source	

Contact Information

Account Name	Kathe Dolan	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	11/8/2016	Contact Type	Consumer
Last Survey Sent	10/9/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(850) 434-7233
RealZip	83246	Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account			

JACUZZI006047

REV JACUZZI006147

APEN 1003

Cases 0
Total Contact Cases 0
Total Cases 0
First Opportunity
Create Date
HaveSpaWarranty 0
HaveSpaWarranty 0

Consumer Preference Center

Email	none@jacuzzi.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	
App Push Opt Out	<input type="checkbox"/>	Pardot ID	
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	Mailing Address	1277 Viking Ave Ketchum, 83246 United States
Address 2	Nearest D1 ISP Map	Map Closest ISP (D1)
City	Nearest Spa Service Center	Map Closest Spa Service Center
State	Nearest Bath Service Center	Map Closest Bath Service Center
Zip		
Country		

JACUZZI006048

REV JACUZZI006148

APEN 1004

Lead Conversion Statistics

Initial Lead Created Date	Last Lead Converted Date
Initial Lead Converted Type	Last Lead Converted Type
Last Opportunity Create Date	From Converted Lead <input type="checkbox"/>

Additional Information

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

Marketing Cloud

Send Marketing Cloud Email	IsAccountMKGConnector <input type="checkbox"/>
View Marketing Cloud Analytics	
Marketing Cloud Unsubscribe	

Pardot Details

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Email

System Information

Created By	Veltig, 11/30/2016 8:36 PM	Account Owner	Ruth Coester
Last Modified By	Rollup Helper, 6/15/2019 2:58 AM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Case Comments

10/3/2016 1:29 PM

User **Ruth Coester**

Public ☐

Comment **Talking about wanting compensation because of door. Has had unit for over two years now. Asked why door opens inward. Advised it has to do with the pressure of the water against the door to make a water tight seal. She wants door that opens outward like a dishwasher or refrigerator. Advised will make a note of her complaint about the unit. Wants someone to look at a new design and one easier to get into.**

Activity History

2016-10-03 16:09:09

Name	Kathe Dolan
Task	<input checked="" type="checkbox"/>
Due Date	10/3/2016
Assigned To	Ruth Coester
Last Modified Date/Time	10/3/2016 1:37 PM
Comments	

Chatter

Text Posts

Deborah Nuanes @Ruth Coester I closed this complaint. Unless you want me to send it to someone? Debbie
October 4, 2016 at 3:25 PM

Ruth Coester @Eda Rojas@Megan Davis Eda and Megan, Mrs. Dolan is asking for compensation because she was stuck in her bath for 45 min because the door doesn't open out. I told her I would make a note of her complaint. How does this need to be handled?

JACUZZI006050

REV JACUZZI006150

APEN 1006

Should we do anything? Or offer a mat for the floor at no charge or for a discount? Thanks
October 3, 2016 at 1:36 PM

Eda Rojas @Ruth Coester Hi Ruth, I would recommend discussing the claim with Regina. This will have to be reviewed by Consumer Service since is a monetary compensation due to the inconveniences the homeowner has experienced with their product.

October 5, 2016 at 9:33 AM

Megan Davis @Ruth Coester typically, we do not offer compensation for FirstStreet product because of the type of contract they sign. The product works as advertise.

October 10, 2016 at 9:53 AM

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003259

003259

JACUZZI006051

REV JACUZZI006151



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Case: 00402507

Case Number	00402507	Date/Time Opened	10/17/2016 11:39 AM
Contact Name	Kathe Dolan	Case Owner	Terrance Shumake
Account Name	Jacuzzi Consumers Master Account	Case Record Type	Extended
Warranty	LW45 BDJB5D	Contact Email	none@jacuzzi.com
Model Description	FS 5229 C RH SLN HTR SKT ALM	Contact Phone	(850) 434-7233
Part Number		Case Age	(0)
Case Origin	Phone	Early Warning	
Sub-Origin		Serial # (Text)	
Email Origin		Part Number (Text)	LW45959
Brand	JB	Clicktools Survey Link	Survey Link
		Type	

Case Summary

Case Title	Kathe Dolan - Jacuzzi Consumers Master Account - - - Tech troubleshoot/Identify problem - 2016-10-17
Priority	Medium
Status	Closed
Case Reason	Technical Support
Subject	Wants door to open outwards, not inward.
Description	<p>She is 90 yr old and purchased 3-25-14.</p> <p>She does not like door opening inward.</p> <p>Does not like location of faucet.</p> <p>Advised we are not planning on a design change.</p> <p>She slipped and fell in bath and it took 45 min. for her to get up and out of the bath.</p> <p>Advised will note her complaint.</p>

Quality Metrics

UFC Category	Process	Feedback	Complaint
UFC Component	Product	Feedback Detail	Product
UFC Sub-Component	Experience	Early Warning Comments	Does not like door opening inward Does not like location of faucet and drain
UFC Behavior	General Inquiry	Early Warning	<input type="checkbox"/>
Has Warranty	<input type="checkbox"/>	EW Date	10/3/2016
		Observed Symptom/Issue	
		Main Component	
		Sub-component	

Service

JACUZZI006052

REV JACUZZI006152

APEN 1008

Balance Due		Claim Date	
Date Service Center Contacted		Claim Number	
Current Servicing Dealer/Customer Name		Order Date	
Current Servicing Dealer/Agent Number		Order Number	
Current Servicing Dealer/Contact Name		Shipping Carrier	
Service Date		Tracking Number	
Tech onsite	<input type="checkbox"/>	Track Order	
Training Required	<input type="checkbox"/>	Replacement Serial #	
Service Liability			
Charge Back	No		

Concierge Services

Date Customer Contacted	10/3/2016 3:48 PM	Quantity	
----------------------------	-------------------	----------	--

System Information

Created By	Terrance Shumake, 10/17/2016 11:39 AM	Date/Time Closed	10/17/2016 11:40 AM
		Last Modified By	Terrance Shumake, 10/17/2016 11:40 AM
		Escalated	<input type="checkbox"/>
		Second Escalation Completed	<input type="checkbox"/>
		Source	

Contact Information

Account Name	Kathe Dolan	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	11/8/2016	Contact Type	Consumer
Last Survey Sent	10/9/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(850) 434-7233
RealZip	83246	Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>

JACUZZI006053

REV JACUZZI006153

APEN 1009

TAG	<input type="checkbox"/>	Lead Source
Total Person Account Cases	0	
Total Contact Cases	0	
Total Cases	0	
First Opportunity Create Date		
HaveSpaWarranty	0	
HaveSpaWarranty	0	

Consumer Preference Center

Email	none@jacuzzi.com	Mobile
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In <input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In <input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In <input type="checkbox"/>
		TS Mobile
Fax		TS SMS Opt In <input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out <input type="checkbox"/>
		Do Not Call <input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails <input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>	
Receive SmartTub Reminder Emails	<input type="checkbox"/>	

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL
App Push Opt Out	<input type="checkbox"/>	Pardot ID
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id

Address Information

Address 1	Mailing Address	1277 Viking Ave Ketchum, 83246 United States
Address 2	Nearest D1 ISP Map	Map Closest ISP (D1)
City	Nearest Spa Service Center	Map Closest Spa Service Center
State	Nearest Bath Service Center	Map Closest Bath Service Center

JACUZZI006054

REV JACUZZI006154

APEN 1010

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead
Converted TypeLast Lead Converted
TypeLast Opportunity
Create DateFrom Converted
Lead**Additional Information**

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email**Marketing Cloud**[Send Marketing Cloud Email](#)
[View Marketing Cloud Analytics](#)
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IsAccountMKGConnector

**Pardot Details**

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003263

003263

JACUZZI006055

REV JACUZZI006155

APEN 1011

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Email

System Information

Created By	Veltig, 11/30/2016 8:36 PM	Account Owner	Ruth Coester
Last Modified By	Rollup Helper, 6/15/2019 2:58 AM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

2016-10-17 11:23:17

Name	Kathe Dolan
Task	<input checked="" type="checkbox"/>
Due Date	10/17/2016
Assigned To	Terrance Shumake
Last Modified Date/Time	10/17/2016 11:50 AM
Comments	

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JACUZZI006056

REV JACUZZI006156



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Case: 00404934

Case Number	00404934	Date/Time Opened	10/28/2016 10:15 AM
Contact Name		Case Owner	Megan Davis
Account Name		Case Record Type	General
Warranty	LW45 BDQ6D0	Contact Email	
Model Description	FS 5229 C RH SLN HTR SKT071318	Contact Phone	
Part Number		Case Age	(0)
Case Origin	Phone	Early Warning	
Email Origin		Serial # (Text)	
Brand	JB	Part Number (Text)	
Contact Type	Person Account	Clicktools Survey Link	Survey Link
Asset		Type	

Case Summary

Priority	Medium
Status	Closed
Case Title	- - - - Inquiry/Process transaction - 2016-10-28
Case Reason	
Subject	floor is too slippery
Description	- advised of Kahoona grip, - ref to American home design

Quality Metrics

UFC Category	Shell (Acrylic/Trim/Cover)	Feedback	
UFC Component	Acrylic	Feedback Detail	
UFC Sub-Component	Unidentified (Shell)	Early Warning Comments	
UFC Behavior	Alignment/Warping	Early Warning	<input type="checkbox"/>
		EW Date	
		Observed Symptom/Issue	
		Main Component	
		Sub-component	

Service

Current Servicing Dealer/Customer Name	Claim Date
Current Servicing	Claim Number

JACUZZI006057

REV JACUZZI006157

APEN 1013

Dealer/Agent Number

Current Servicing
Dealer/Contact NameTech onsite ☐Training Required ☐

Order Date

Order Number

Shipping Carrier

Tracking Number

Track Order

System Information

Created By Megan Davis, 10/28/2016 10:15 AM

Date/Time Closed 10/28/2016 10:20 AM

ESC-DATE-FORMULA

Last Modified By Megan Davis, 10/28/2016 10:20 AM

ESC-FORMULA ☐Escalated ☐Second Escalation
Completed ☐Source 

Survey ID (Clicktools) 23mce2hix6m8y

Clicktools Survey
RecordTypeId 012G0000001IkeR**Activity History****2016-10-28 10:18:30**

Name

Task ☒Due Date **10/28/2016**Assigned To **Megan Davis**Last Modified Date/Time **10/28/2016 10:22 AM**

Comments

2016-10-28 10:18:17

Name

Task ☒Due Date **10/28/2016**Assigned To **Megan Davis**Last Modified Date/Time **10/28/2016 10:18 AM**

Comments

2016-10-28 10:06:51Name **Frank Mack**Task ☒Due Date **10/28/2016**Assigned To **Megan Davis**Last Modified Date/Time **10/28/2016 10:18 AM**

Comments

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JACUZZI006058

REV JACUZZI006158

APEN 1014



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Case: 00407773

Case Number	00407773	Date/Time Opened	11/10/2016 7:27 AM
Contact Name	NANCY JONES	Case Owner	Deborah Nuanes
Account Name	Jacuzzi Consumers Master Account	Case Record Type	Extended
Warranty	LW50 BDPMK9	Contact Email	
Model Description	FS 5229 C LH SLN HTR SKT071318	Contact Phone	5205295858
Part Number		Case Age	(6)
Case Origin	Email	Early Warning	
Sub-Origin		Serial # (Text)	
Email Origin	firststreetsupport@jacuzzi.com	Part Number (Text)	
Brand	JB	Clicktools Survey Link	Survey Link
		Type	

Case Summary

Case Title	NANCY JONES - Jacuzzi Consumers Master Account - - Inquiry/Process transaction - 2016-11-10
Priority	Medium
Status	Closed
Case Reason	Service Request
Subject	Replaced Escutcheon to CMP Jet, Shortened lines to WP & PA and went over function of the tub.
Description	Hi, Mrs. Jones is really having issues. Cj emailed you about this issue on 9/7/16 and no one has contacted her.

1. RH jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Emailed Jacuzzi.

2. jets aren't working; she is very distressed...bathroom is flooded and she is now sorry that she spent so much money on this tub.

3. The jets are shooting water everywhere. Flooded her bathroom. Would not drain she had to sit in the tub for a long time. She had to hold them hard until it stops she slipped and hurt her back. Can we get this repair set up ASAP please?

[cid:image001.png@01D23B2B.BAEAD3B0]
Serial #BDPMK9
Installed 3/22/2016

Thank you,

Rebecca McCall
Warranty and Service Manager
Aging In The Home Remodelers
www.aihremodelers.com<<https://www.aihremodelers.com/>>

Office: (303) 222-3200
Direct: (720) 504-0126 x3205

[logosmall]

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JACUZZI006059

REV JACUZZI006159

APEN 1015

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Quality Metrics

UFC Category	Plumbing	Feedback
UFC Component	Jet	Feedback Detail
UFC Sub-Component	Jet face/escutcheon/Wall fitting	Early Warning Comments
UFC Behavior	Inop/Intermittent	Early Warning <input type="checkbox"/>
Has Warranty	<input type="checkbox"/>	EW Date
		Observed Symptom/Issue
		Main Component
		Sub-component

Service

Balance Due		Claim Date	
Date Service Center Contacted	11/10/2016 9:51 AM	Claim Number	0075302
Current Servicing Dealer/Customer Name	Alan's Jacuzzi And Tub Repair	Order Date	
Current Servicing Dealer/Agent Number	30324455	Order Number	
Current Servicing Dealer/Contact Name		Shipping Carrier	
Service Date	11/16/2016	Tracking Number	
Tech onsite	<input type="checkbox"/>	Track Order	
Training Required	<input type="checkbox"/>	Replacement Serial #	
Service Liability			
Charge Back	No		

Concierge Services

Date Customer Contacted	11/16/2016 9:06 AM	Quantity	
-------------------------	--------------------	----------	--

System Information

Created By	Regina Reyes, 11/10/2016 7:27 AM	Date/Time Closed	11/16/2016 9:24 AM
Web Name	Rebecca McCall	Last Modified By	Deborah Nuanes, 11/16/2016 9:24 AM
Web Email		Escalated	

JACUZZI006060

REV JACUZZI006160

APEN 1016

rebecca.mccall@aihremodelers.com

Web Phone

Second Escalation
Completed

Source

**Contact Information**

Account Name	NANCY JONES	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	12/19/2018	Contact Type	
Last Survey Sent	11/19/2018	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	5205295858
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>

JACUZZI006061

REV JACUZZI006161

APEN 1017

Do Not Call ☐**Email Settings**

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	
App Push Opt Out	<input type="checkbox"/>	Pardot ID	
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	5481 N CRESCENT RIDGE DR	Mailing Address	United States
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City	TUCSON	Nearest Spa Service Center	Map Closest Spa Service Center
State	AZ	Nearest Bath Service Center	Map Closest Bath Service Center
Zip	85718		
Country			

Lead Conversion Statistics

Initial Lead Created Date		Last Lead Converted Date	
Initial Lead Converted Type		Last Lead Converted Type	
Last Opportunity Create Date		From Converted Lead	<input type="checkbox"/>

Additional Information

Salesperson Code		Class Code	
Salesperson Name		Class Code Description	
Activity Code		Channel Code	
Territory Code		Channel Description	
Territory Description		Regional Manager Email	

Marketing CloudIsAccountMKGConnector ☐

JACUZZI006062

REV JACUZZI006162

APEN 1018

[Send Marketing Cloud Email](#)
[View Marketing Cloud Analytics](#)
[Marketing Cloud Unsubscribe](#)

Pardot Details

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/29/2016 10:16 PM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 5:14 PM	Billing Address	United States
Serial #	LW50 BDPMK9	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Special Authorizations

Pending

JACUZZI006063

REV JACUZZI006163

APEN 1019

Requested Date/Time
 Requested By **Deborah Nuanes**
 Warranty **LW50 BDPMK9**

Case Comments

11/10/2016 10:22 AM

User **Deborah Nuanes**
 Public ☐
 Comment **Parts were shipped back on 9/14**
Order: 218359

Activity History

Email: RE: Jones, Nancy #19945 [ref: _00DG0kX3r_500G0156G5E:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/16/2016
Assigned To	Deborah Nuanes
Last Modified Date/Time	11/16/2016 9:23 AM
Comments	<p>Additional To: rebecca.mccall@aihremodelers.com CC: cj.conner@aihremodelers.com; alicia.decoaster@aihremodelers.com BCC: deborah.nuanes@jacuzzi.com Attachment:</p> <p>Subject: RE: Jones, Nancy #19945 [ref: _00DG0kX3r_500G0156G5E:ref] Body: Rebecca,</p> <p>Service was completed yesterday. Notes below for my service provider. Courtesy call to Nancy Jones and she confirmed service. I will be closing case.</p> <p>Notes from service provider: Debbie, I took care of the jet issue at the Jones residence, I also shorten the air lines to the pump and blower to make it easier to turn them off and on, could find no issue with the drain (something she mentioned while I was there) and showed her in-depth how to operate the tub features. I also explained the aromatherapy, and installed a new capsule that had arrived by mail. If you have any questions please let me know.</p> <p>Alan</p> <p>----- Original Message ----- From: FirstStreet Support [firststreetsupport@jacuzzi.com] Sent: 11/10/2016 10:27 AM To: rebecca.mccall@aihremodelers.com Cc: cj.conner@aihremodelers.com; alicia.decoaster@aihremodelers.com Subject: RE: Jones, Nancy #19945 []</p> <p>Rebecca,</p> <p>I'm sorry to hear the consumer is very distressed.</p> <ul style="list-style-type: none"> - Consumer was contacted on 9/8, 9/14, 9/16 & 9/19 - My agent tried to set up service put she was going out of town - Was not going to be back until October - Consumer was to call my agent when she returns to arrange service - 9/16 I emailed CJ to advise him - I will contact my service provider to call her to arranger service - Regarding jets shooting water everywhere. Either she is not filling the tub all the way or the jets are pointing up - AIHR will have to address the drain.

003272

003272

JACUZZI006064

REV JACUZZI006164

APEN 1020

Thank you,
Debbie

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

From: Rebecca McCall [rebecca.mccall@aihremodelers.com]
Sent: 11/10/2016 7:26 AM
To: firststreetsupport@jacuzzi.com
Cc: cj.conner@aihremodelers.com; alicia.decoaster@aihremodelers.com
Subject: Jones, Nancy #19945

Hi, Mrs. Jones is really having issues. Cj emailed you about this issue on 9/7/16 and no one has contacted her.

1. RH jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Emailed Jacuzzi.
2. jets aren't working; she is very distressed...bathroom is flooded and she is now sorry that she spent so much money on this tub.
3. The jets are shooting water everywhere. Flooded her bathroom. Would not drain she had to sit in the tub for a long time. She had to hold them hard until it stops she slipped and hurt her back. Can we get this repair set up ASAP please?

[cid:image001.png@01D23B2B.BAEAD3B0]
Serial #BDPMK9
Installed 3/22/2016

Thank you,

Rebecca McCall
Warranty and Service Manager
Aging In The Home Remodelers
www.aihremodelers.com<<https://www.aihremodelers.com/>>

Office: (303) 222-3200
Direct: (720) 504-0126 x3205
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Debbie Nuanes
Consumer Relations, Aging in Place
Jacuzzi
14525 Monte Vista, Chino CA 91710
800.288.4002 (o) 866.588.0922 (f)
deborah.nuanes@jacuzzi.com

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Debbie Nuanes

JACUZZI006065

REV JACUZZI006165

APEN 1021

Consumer Relations, Aging in Place
Jacuzzi
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deborah.nuanes@jacuzzi.com

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ref:_00DG0kX3r_500G0156G5E:ref

Outbound Consumer

Name **NANCY JONES**
Task ☒
Due Date **11/16/2016**
Assigned To **Deborah Nuanes**
Last Modified Date/Time **11/16/2016 9:06 AM**
Comments
Spoke to Nancy
- confirmed service
- confirmed that Alan went over function on the tub with her

2016-11-16 09:05:19

Name
Task ☒
Due Date **11/16/2016**
Assigned To **Deborah Nuanes**
Last Modified Date/Time **11/16/2016 9:06 AM**
Comments

Inbound Email Alan's Jacuzzi

Name **NANCY JONES**
Task ☒
Due Date **11/16/2016**
Assigned To **Deborah Nuanes**
Last Modified Date/Time **11/16/2016 9:04 AM**
From: Alan Long [mailto:alanl3511@yahoo.com]
Sent: Tuesday, November 15, 2016 9:07 PM
To: Nuanes, Deborah
Subject: Jones residence

Debbie,
I took care of the jet issue at the Jones residence, I also shorten the air lines to the pump and blower to make it easier to turn them off and on, could find no issue with the drain (something she mentioned while I was there) and showed her in-depth how to operate the tub features. I also explained the aromatherapy, and installed a new capsule that had arrived by mail. If you have any questions please let me know.

Alan

Repair Details

Name **NANCY JONES**
Task ☒
Due Date **11/16/2016**
Assigned To **Deborah Nuanes**
Last Modified Date/Time **11/16/2016 9:03 AM**

JACUZZI006066

REV JACUZZI006166

APEN 1022

Comments - Replaced Escutcheon CMP Jets
 - Shortened air lines to WP & PA
 - showed how to operation the tub

Email: Nancy Jones [ref: _00DG0kX3r_500G0156G5E:ref]

Name Alan Long
 Task ☒
 Due Date 11/10/2016
 Assigned To Deborah Nuanes
 Last Modified Date/Time 11/10/2016 10:36 AM

Additional To: alanl3511@yahoo.com
 CC:
 BCC: deborah.nuanes@jacuzzi.com
 Attachment: Jone BDPMK9 WO Alan'.pdf

Subject: Nancy Jones [ref: _00DG0kX3r_500G0156G5E:ref]

Body:
 Hi Alan,

Attached is your work order for \$370.00. Please add special authorization SA-004240 on your work order.

Issue: CMP V Jet at bottom inop and can not smell the aromatherapy.
 We sent her a new Aromatherapy scent.

Comments Thank you,
 Debbie

Debbie Nuanes
 Consumer Relations, Aging in Place
 Jacuzzi
 14525 Monte Vista, Chino CA 91710
 800.288.4002 (o) 866.588.0922 (f)
 deborah.nuanes@jacuzzi.com

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 ref: _00DG0kX3r_500G0156G5E:ref

Email: RE: Jones, Nancy #19945 [ref: _00DG0kX3r_500G0156G5E:ref]

Name
 Task ☒
 Due Date 11/10/2016
 Assigned To Deborah Nuanes
 Last Modified Date/Time 11/10/2016 10:27 AM

Comments Additional To: rebecca.mccall@aihremodelers.com
 CC: cj.conner@aihremodelers.com; alicia.decoaster@aihremodelers.com
 BCC: deborah.nuanes@jacuzzi.com
 Attachment:

Subject: RE: Jones, Nancy #19945 [ref: _00DG0kX3r_500G0156G5E:ref]

Body:
 Rebecca,

I'm sorry to hear the consumer is very distressed.

- Consumer was contacted on 9/8, 9/14, 9/16 & 9/19
 - My agent tried to set up service put she was going out of town

JACUZZI006067

REV JACUZZI006167

APEN 1023

- Was not going to be back until October
- Consumer was to call my agent when she returns to arrange service
- 9/16 I emailed CJ to advise him
- I will contact my service provider to call her to arrange service
- Regarding jets shooting water everywhere. Either she is not filling the tub all the way or the jets are pointing up
- AIHR will have to address the drain.

Thank you,
Debbie

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

From: Rebecca McCall [rebecca.mccall@aihremodelers.com]
Sent: 11/10/2016 7:26 AM
To: firststreetsupport@jacuzzi.com
Cc: cj.conner@aihremodelers.com; alicia.decoster@aihremodelers.com
Subject: Jones, Nancy #19945

Hi, Mrs. Jones is really having issues. Cj emailed you about this issue on 9/7/16 and no one has contacted her.

1. RH jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Emailed Jacuzzi.

2. jets aren't working; she is very distressed...bathroom is flooded and she is now sorry that she spent so much money on this tub.

3. The jets are shooting water everywhere. Flooded her bathroom. Would not drain she had to sit in the tub for a long time. She had to hold them hard until it stops she slipped and hurt her back. Can we get this repair set up ASAP please?

[cid:image001.png@01D23B2B.BAEAD3B0]

Serial #BDPMK9
Installed 3/22/2016

Thank you,

Rebecca McCall
Warranty and Service Manager
Aging In The Home Remodelers
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Direct: (720) 504-0126 x3205
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deborah.nuanes@jacuzzi.com

JACUZZI006068

REV JACUZZI006168

APEN 1024

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ref:_00DG0kX3r_500G0156G5E:ref

Outbound Alan's Jacuzzi

Name **NANCY JONES**
Task ☒
Due Date **11/10/2016**
Assigned To **Deborah Nuanes**
Last Modified Date/Time **11/10/2016 10:21 AM**
Comments **Spoke to Alan**
- will call the consumer
- will arrange service for 11/16

2016-11-10 10:14:40

Name **NANCY JONES**
Task ☒
Due Date **11/10/2016**
Assigned To **Deborah Nuanes**
Last Modified Date/Time **11/10/2016 10:17 AM**
Comments

Emails

RE: Jones, Nancy #19945 [ref:_00DG0kX3r_500G0156G5E:ref]

Message Date **11/16/2016 9:23 AM**
Has Attachment ☐
Email Address **rebecca.mccall@aihremodelers.com**
Status **Sent**
Subject **RE: Jones, Nancy #19945 [ref:_00DG0kX3r_500G0156G5E:ref]**
Text Body **Rebecca,**

Service was completed yesterday. Notes below for my service provider. Courtesy call to Nancy Jones and she confirmed service. I will be closing case.

Notes from service provider:

Debbie,

I took care of the jet issue at the Jones residence, I also shorten the air lines to the pump and blower to make it easier to turn them off and on, could find no issue with the drain (something she mentioned while I was there) and showed her in-depth how to operate the tub features. I also explained the aromatherapy, and installed a new capsule that had arrived by mail. If you have any questions please let me know.

Alan

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

From: FirstStreet Support [firststreetsupport@jacuzzi.com]
Sent: 11/10/2016 10:27 AM
To: rebecca.mccall@aihremodelers.com
Cc: cj.conner@aihremodelers.com; alicia.decoaster@aihremodelers.com
Subject: RE: Jones, Nancy #19945 []

Rebecca,

I'm sorry to hear the consumer is very distressed.

JACUZZI006069

REV JACUZZI006169

APEN 1025

- Consumer was contacted on 9/8, 9/14, 9/16 & 9/19
- My agent tried to set up service put she was going out of town
- Was not going to be back until October
- Consumer was to call my agent when she returns to arrange service
- 9/16 I emailed CJ to advise him
- I will contact my service provider to call her to arrange service
- Regarding jets shooting water everywhere. Either she is not filling the tub all the way or the jets are pointing up

- AIHR will have to address the drain.

Thank you,
Debbie

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

From: Rebecca McCall [rebecca.mccall@aihremodelers.com]
Sent: 11/10/2016 7:26 AM
To: firststreetsupport@jacuzzi.com
Cc: cj.conner@aihremodelers.com; alicia.decoaster@aihremodelers.com
Subject: Jones, Nancy #19945

Hi, Mrs. Jones is really having issues. Cj emailed you about this issue on 9/7/16 and no one has contacted her.

1. RH jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Emailed Jacuzzi.
2. jets aren't working; she is very distressed...bathroom is flooded and she is now sorry that she spent so much money on this tub.
3. The jets are shooting water everywhere. Flooded her bathroom. Would not drain she had to sit in the tub for a long time. She had to hold them hard until it stops she slipped and hurt her back.
Can we get this repair set up ASAP please?

[cid:image001.png@01D23B2B.BAEAD3B0]
Serial #BDPMK9
Installed 3/22/2016

Thank you,

Rebecca McCall
Warranty and Service Manager
Aging In The Home Remodelers
www.aihremodelers.com<<https://www.aihremodelers.com/>>

Office: (303) 222-3200
Direct: (720) 504-0126 x3205
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deborah.nuanes@jacuzzi.com

JACUZZI006070

REV JACUZZI006170

APEN 1026

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Debbie Nuanes
Consumer Relations, Aging in Place
Jacuzzi
14525 Monte Vista, Chino CA 91710
800.288.4002 (o) 866.588.0922 (f)
deborah.nuanes@jacuzzi.com

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ref:_00DG0kX3r._500G0156G5E:ref

Re: Nancy Jones [ref:_00DG0kX3r._500G0156G5E:ref]

Message Date 11/10/2016 11:07 AM

Has Attachment 

Email Address alanl3511@yahoo.com

Status Read

Subject Re: Nancy Jones [ref:_00DG0kX3r._500G0156G5E:ref]

Text Body Got it, thank you.

Alan's Jacuzzi and tub repair LLC
7558 W. Thunderbird Rd. Suite 1-162
Peoria, AZ 85381
Phone 623-210-0720
AlanL3511@yahoo.com
Alansjacuzziandtubrepair.com

> On Nov 10, 2016, at 11:36 AM, FirstStreet Support <firststreetsupport@jacuzzi.com> wrote:
>
> Hi Alan,
>
> Attached is your work order for \$370.00. Please add special authorization SA-004240 on your work order.
>
> Issue: CMP V Jet at bottom inop and can not smell the aromatherapy.
> We sent her a new Aromatherapy scent.
>
>
> Thank you,
> Debbie
>
> Debbie Nuanes
> Consumer Relations, Aging in Place
> Jacuzzi
> 14525 Monte Vista, Chino CA 91710
> 800.288.4002 (o) 866.588.0922 (f)
> deborah.nuanes@jacuzzi.com
>
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JACUZZI006071

REV JACUZZI006171

APEN 1027

liability and suggest that you carry out your own virus checks.

> ref: _00DG0kX3r._500G0156G5E:ref

> <Jone BDPMK9 WO Alan'.pdf>

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Nancy Jones [ref: _00DG0kX3r._500G0156G5E:ref]

Message Date 11/10/2016 10:36 AM

Has Attachment ☒

Email Address alanl3511@yahoo.com

Status Sent

Subject Nancy Jones [ref: _00DG0kX3r._500G0156G5E:ref]

Hi Alan,

Attached is your work order for \$370.00. Please add special authorization SA-004240 on your work order.

Issue: CMP V Jet at bottom inop and can not smell the aromatherapy.

We sent her a new Aromatherapy scent.

Thank you,
Debbie

Text Body Debbie Nuanes
Consumer Relations, Aging in Place
Jacuzzi
14525 Monte Vista, Chino CA 91710
800.288.4002 (o) 866.588.0922 (f)
deborah.nuanes@jacuzzi.com

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ref: _00DG0kX3r._500G0156G5E:ref

RE: Jones, Nancy #19945 [ref: _00DG0kX3r._500G0156G5E:ref]

Message Date 11/10/2016 10:27 AM

Has Attachment ☐

Email Address rebecca.mccall@aihremodelers.com

Status Replied

Subject RE: Jones, Nancy #19945 [ref: _00DG0kX3r._500G0156G5E:ref]

Text Body Rebecca,

I'm sorry to hear the consumer is very distressed.

- Consumer was contacted on 9/8, 9/14, 9/16 & 9/19
- My agent tried to set up service put she was going out of town
- Was not going to be back until October
- Consumer was to call my agent when she returns to arrange service
- 9/16 I emailed CJ to advise him
- I will contact my service provider to call her to arranger service
- Regarding jets shooting water everywhere. Either she is not filling the tub all the way or the jets are

JACUZZI006072

REV JACUZZI006172

APEN 1028

pointing up

- AIHR will have to address the drain.

Thank you,
Debbie

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

From: Rebecca McCall [rebecca.mccall@aihremodelers.com]
Sent: 11/10/2016 7:26 AM
To: firststreetsupport@jacuzzi.com
Cc: cj.conner@aihremodelers.com; alicia.decoaster@aihremodelers.com
Subject: Jones, Nancy #19945

Hi, Mrs. Jones is really having issues. Cj emailed you about this issue on 9/7/16 and no one has contacted her.

1. RH jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Emailed Jacuzzi.
2. jets aren't working; she is very distressed...bathroom is flooded and she is now sorry that she spent so much money on this tub.
3. The jets are shooting water everywhere. Flooded her bathroom. Would not drain she had to sit in the tub for a long time. She had to hold them hard until it stops she slipped and hurt her back.
Can we get this repair set up ASAP please?

[cid:image001.png@01D23B2B.BAEAD3B0]
Serial #BDPMK9
Installed 3/22/2016

Thank you,

Rebecca McCall
Warranty and Service Manager
Aging In The Home Remodelers
www.aihremodelers.com<<https://www.aihremodelers.com/>>

Office: (303) 222-3200
Direct: (720) 504-0126 x3205
[logosmall]

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Debbie Nuanes
Consumer Relations, Aging in Place
Jacuzzi
14525 Monte Vista, Chino CA 91710
800.288.4002 (o) 866.588.0922 (f)
deborah.nuanes@jacuzzi.com

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JACUZZI006073

REV JACUZZI006173

APEN 1029

liability and suggest that you carry out your own virus checks.
ref:_00DG0kX3r._500G0156G5E:ref

Jones, Nancy #19945

Message Date 11/10/2016 7:27 AM

Has Attachment ☒

Email Address rebecca.mccall@aihremodelers.com

Status Replied

Subject Jones, Nancy #19945

Hi, Mrs. Jones is really having issues. Cj emailed you about this issue on 9/7/16 and no one has contacted her.

1. RH jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Emailed Jacuzzi.

2. jets aren't working; she is very distressed...bathroom is flooded and she is now sorry that she spent so much money on this tub.

3. The jets are shooting water everywhere. Flooded her bathroom. Would not drain she had to sit in the tub for a long time. She had to hold them hard until it stops she slipped and hurt her back.
Can we get this repair set up ASAP please?

[cid:image001.png@01D23B2B.BAEAD3B0]
Serial #BDPMK9
Installed 3/22/2016

Thank you,

Rebecca McCall
Warranty and Service Manager
Aging In The Home Remodelers
www.aihremodelers.com<<https://www.aihremodelers.com/>>

Office: (303) 222-3200
Direct: (720) 504-0126 x3205
[logosmall]

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Attachments

Jone BDPMK9 WO Alan'

Size 35KB

Ownership Deborah Nuanes

View Download

Last Modified 11/16/2016 8:58 AM

Jones BDPMK9 Completed Work Order

Size 2.29MB

Ownership Deborah Nuanes

View Download

Last Modified 11/16/2016 8:58 AM

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JACUZZI006074

REV JACUZZI006174

APEN 1030



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Case: 00422287

Case Number	00422287	Date/Time Opened	1/20/2017 1:42 PM
Contact Name	Jinnie Young	Case Owner	Christopher Alvarado
Account Name	Firststreet Boomers & Beyond	Case Record Type	Extended
Warranty	MH40 BDPV12	Contact Email	jinnie@communitybuildersinc.com
Model Description	FS 5433 RH SLN HTR SKT A071318	Contact Phone	(918) 836-5055
Part Number		Case Age	(3)
Case Origin	Email	Early Warning	
Sub-Origin		Serial # (Text)	
Email Origin	firststreetsupport@jacuzzi.com	Part Number (Text)	
Brand	JB	Clicktools Survey Link	Survey Link
		Type	

Case Summary

Case Title	Jinnie Young - Firststreet Boomers & Beyond - - - Educate caller/NMDF - 2017-01-20
Priority	Medium
Status	Closed
Case Reason	General/Other
Subject	Recomended Kahuna Grip - Floor is slippery
Description	<p>Maile Good 717 4th St Elmer, OK 73539 Ph: 580.687.4443</p> <p>Contract Date: March 3rd, 2016 Installation Date: June 2nd, 2016</p> <p>Good Day,</p> <p>The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?</p> <p>Thanks!</p> <p>Jinnie Young Service Center Agent Community Builders Inc 8220 E. Skelly Dr. Tulsa, OK 74129 Office: (918) 836-5055 Fax: (918) 836-8269 [http://www.hotelscoiattolo.com/images/btn/fb.png]<https://www.facebook.com/cbitulsa2016/>[https://selfservice.niwater.com/Content/Img/twitterIcon.png] <https://twitter.com/cbi_tulsa>[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png] <https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>[https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg]<https://www.instagram.com/community.builders.inc/></p> <p>This email and any attachments are confidential and may be legally privileged. If you are not the intended recipient, please notify the author by replying to this email message, and then delete all copies of the email on your system. If you are not the intended recipient, you must not disclose, distribute, copy, print, or use this email in any manner. Email messages and attachments may contain viruses. Although we take precautions to check for viruses, we make no assurances about the absence of viruses. We accept no liability and suggest that you carry out your own virus checks.</p>

Quality Metrics

UFC Category	Shell (Acrylic/Trim/Cover)	Feedback
UFC Component	Other	Feedback Detail
UFC Sub-Component	Unidentified	Early Warning Comments
UFC Behavior	Inop/Intermittent	Early Warning <input type="checkbox"/>
Has Warranty	<input type="checkbox"/>	EW Date
		Observed Symptom/Issue
		Main Component
		Sub-component

Service

Balance Due	Claim Date
Date Service Center Contacted	Claim Number
Current Servicing Dealer/Customer Name	Order Date
Current Servicing Dealer/Agent	Order Number

JACUZZI006075

REV JACUZZI006175


APEN 1031

Number		Shipping Carrier	
Current Servicing Dealer/Contact Name		Tracking Number	
Service Date		Track Order	
Tech onsite	<input type="checkbox"/>	Replacement Serial #	
Training Required	<input type="checkbox"/>		
Service Liability			
Charge Back	No		

Concierge Services

Date Customer Contacted	Quantity
-------------------------	----------

System Information

Created By	Regina Reyes, 1/20/2017 1:42 PM	Date/Time Closed	1/23/2017 2:19 PM
Web Name		Last Modified By	Christopher Alvarado, 1/23/2017 2:19 PM
Web Email	jinnie@communitybuildersinc.com	Escalated	<input type="checkbox"/>
Web Phone		Second Escalation Completed	<input type="checkbox"/>
		Source	

Contact Information

Name	Jinnie Young	Contact Record Type	Customer
Title		Contact Owner	Deborah Nuanes
Email	jinnie@communitybuildersinc.com	Phone	(918) 836-5055
TS Email Opt Out	<input type="checkbox"/>	Mobile	
Brand		TS Mobile	
Contact Preference		TS SMS Opt In	<input type="checkbox"/>
Declined to provide Email	<input type="checkbox"/>	Home Phone	
Account Name	Firststreet Boomers & Beyond	Other Phone	
Contact Type		Do Not Call	<input type="checkbox"/>
Inactive	<input type="checkbox"/>	Fax	
		Fax Opt Out	<input type="checkbox"/>

Address Information

Mailing Address	United States	Other Address	United States
Nearest Spa Service Center	Map Closest Spa Service Center		
Nearest Bath Service Center	Map Closest Bath Service Center		
Nearest D1 ISP Map	Map Closest ISP (D1)		

IoT Email Settings for Customer

Receive SmartTub Dealer Summary Report	<input type="checkbox"/>	Pardot URL	http://pi.pardot.com/prospect/read?id=11250331
Receive SmartTub Dealer Detailed Report	<input type="checkbox"/>	Email Opt Out	<input type="checkbox"/>

Opportunity Email Settings for Customer

Receive Dealer Opportunity Emails	<input type="checkbox"/>
Sales Email	

Training

Jacuzzi Training Type		Sundance Training Type	
Jacuzzi Training Status		Sundance Training Status	
Jacuzzi Training Date		Sundance Training Date	
Jacuzzi Training First Warning Sent	<input type="checkbox"/>	Sundance Training First Warning Sent	<input type="checkbox"/>
Jacuzzi Training Second Warning Sent	<input type="checkbox"/>	Sundance Training Second Warning Sent	<input type="checkbox"/>
Jacuzzi Training Final Warning Sent	<input type="checkbox"/>	Sundance Training Final Warning Sent	<input type="checkbox"/>

System Information

Created By	Deborah Nuanes, 8/24/2016 1:05 PM	Last Modified By	Rollup Helper, 6/14/2019 10:51 PM
------------	-----------------------------------	------------------	-----------------------------------

JACUZZI006076

REV JACUZZI006176

APEN 1032

Activity History

Email: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Name Jinnie Young
 Task ✓
 Due Date 1/23/2017
 Assigned To Christopher Alvarado
 Last Modified Date/Time 1/23/2017 2:57 PM
 Comments Additional To: jinnie@communitybuildersinc.com
 CC:
 BCC:
 Attachment:

Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]
 Body:
 Hi,

The information is correct, you would contact First Street to order this product. The consumer would not order this on Amazon. Please let me know if you need any further information on this product.

Thank you,
 Chris Alvarado

----- Original Message -----
 From: [jinnie@communitybuildersinc.com]
 Sent: 1/23/2017 2:50 PM
 To: firststreetsupport@jacuzzi.com
 Cc: christopher.alvarado@jacuzzi.com
 Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Good Day,

Please don't tell the customer this, because that information is incorrect, no one in my office nor the installers have ever ordered this Kahuna Grip. Is this something that is ordered from Amazon?

Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269

-----Original Message-----
 From: FirstStreet Support [mailto:firststreetsupport@jacuzzi.com]
 Sent: Monday, January 23, 2017 4:15 PM
 To: jinnie@communitybuildersinc.com
 Cc: christopher.alvarado@jacuzzi.com
 Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

----- Original Message -----
 From: [jinnie@communitybuildersinc.com]
 Sent: 1/20/2017 1:42 PM
 To: firststreetsupport@jacuzzi.com<mailto:firststreetsupport@jacuzzi.com>
 Cc: jinnie@communitybuildersinc.com<mailto:jinnie@communitybuildersinc.com>
 Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good
 717 4th St
 Elmer, OK 73539
 Ph: 580.687.4443

Contract Date: March 3rd, 2016

003285

003285

JACUZZI006077

REV JACUZZI006177

APEN 1033

Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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<https://twitter.com/cbi_tulsa>[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png]
<<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>>[<https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg>]<https://www.instagram.com/community.builders.inc/>>

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Christopher Alvarado

Consumer Service Representative

Phone: (800) 288-4002 ext. 73509

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Christopher Alvarado
Consumer Service Representative
Phone: (800) 288-4002 ext. 73509
ref:_00DG0kX3r_500G018jOuN:ref

outbound consumer

Name Jinnie Young
Task ☒
Due Date 1/23/2017
Assigned To Christopher Alvarado
Last Modified Date/Time 1/23/2017 2:17 PM
Comments let them know they can order Kahuna Grip

Email: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Name Jinnie Young
Task ☒
Due Date 1/23/2017
Assigned To Christopher Alvarado
Last Modified Date/Time 1/23/2017 2:14 PM
Comments Additional To: jinnie@communitybuildersinc.com
CC: christopher.alvarado@jacuzzi.com
BCC:
Attachment:

Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]
Body:
Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

----- Original Message -----
From: [jinnie@communitybuildersinc.com]
Sent: 1/20/2017 1:42 PM

JACUZZI006078

REV JACUZZI006178

APEN 1034

To: firststreetsupport@jacuzzi.com
 Cc: jinnie@communitybuildersinc.com
 Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good
 717 4th St
 Elmer, OK 73539
 Ph: 580.687.4443

Contract Date: March 3rd, 2016
 Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269
<http://www.hotelscoiattolo.com/images/btn/fb.png><<https://www.facebook.com/cbitulsa2016/>>[<https://selfservice.niwater.com/Content/Img/twittericon.png>]
 <https://twitter.com/cbi_tulsa>[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png]
 <<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>>[<https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg>]<<https://www.instagram.com/community.builders.inc/>>

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Christopher Alvarado
 Consumer Service Representative
 Phone: (800) 288-4002 ext. 73509
 ref:_00DG0kX3r_500G018jOuN:ref

Emails

RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Message Date 2/1/2017 8:42 AM
 Has Attachment ☐
 Email Address jinnie@communitybuildersinc.com
 Status Read
 Subject RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]
 Text Body Good Morning,

Do you know the cost of this Kahuna Grip?

Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269

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

From: FirstStreet Support [mailto:firststreetsupport@jacuzzi.com]
 Sent: Monday, January 23, 2017 4:58 PM
 To: jinnie@communitybuildersinc.com
 Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Hi,

The information is correct, you would contact First Street to order this product. The consumer would not order this on Amazon. Please let me know if you need any further information on this product.

Thank you,
 Chris Alvarado

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

JACUZZI006079

REV JACUZZI006179

APEN 1035

From: [jinnie@communitybuildersinc.com]
Sent: 1/23/2017 2:50 PM
To: firststreetsupport@jacuzzi.com<mailto:firststreetsupport@jacuzzi.com>
Cc: christopher.alvarado@jacuzzi.com<mailto:christopher.alvarado@jacuzzi.com>
Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Good Day,

Please don't tell the customer this, because that information is incorrect, no one in my office nor the installers have ever ordered this Kahuna Grip. Is this something that is ordered from Amazon?

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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

From: FirstStreet Support [mailto:firststreetsupport@jacuzzi.com]
Sent: Monday, January 23, 2017 4:15 PM
To: jinnie@communitybuildersinc.com<mailto:jinnie@communitybuildersinc.com>
Cc: christopher.alvarado@jacuzzi.com<mailto:christopher.alvarado@jacuzzi.com>
Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

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

JACUZZI006080

REV JACUZZI006180

APEN 1036

From: [jinnie@communitybuildersinc.com]

Sent: 1/20/2017 1:42 PM

To: firststreetsupport@jacuzzi.com<mailto:firststreetsupport@jacuzzi.com><mailto:firststreetsupport@jacuzzi.com%3cmmailto:firststreetsupport@jacuzzi.com>>

Cc: jinnie@communitybuildersinc.com<mailto:jinnie@communitybuildersinc.com><mailto:jinnie@communitybuildersinc.com%3cmmailto:jinnie@communitybuildersinc.com>>

Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good

717 4th St

Elmer, OK 73539

Ph: 580.687.4443

Contract Date: March 3rd, 2016

Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

JACUZZI006081

REV JACUZZI006181

APEN 1037

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

[http://www.hotelscoiattolo.com/images/btn/fb.png]<https://www.facebook.com/cbitulsa2016/>[https://selfservice.niwater.com/Content/Img/twittericon.png]
<https://twitter.com/cbi_tulsa>[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png]
<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>[https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg]<https://www.instagram.com/community.builders.inc/>

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Christopher Alvarado

Consumer Service Representative

Phone: (800) 288-4002 ext. 73509

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Christopher Alvarado

Consumer Service Representative

Phone: (800) 288-4002 ext. 73509

ref:_00DG0kX3r_500G018jOuN:ref

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RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Message Date 1/23/2017 2:57 PM

Has Attachment ☐

Email Address jinnie@communitybuildersinc.com

Status Sent

Subject RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Text Body Hi,

The information is correct, you would contact First Street to order this product. The consumer would not order this on Amazon. Please let me know if you need any further information on this product.

Thank you,
Chris Alvarado

----- Original Message -----
From: [jinnie@communitybuildersinc.com]
Sent: 1/23/2017 2:50 PM
To: firststreetsupport@jacuzzi.com
Cc: christopher.alvarado@jacuzzi.com

JACUZZI006082

REV JACUZZI006182

APEN 1038

Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Good Day,

Please don't tell the customer this, because that information is incorrect, no one in my office nor the installers have ever ordered this Kahuna Grip. Is this something that is ordered from Amazon?

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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

From: FirstStreet Support [mailto:firststreetsupport@jacuzzi.com]

Sent: Monday, January 23, 2017 4:15 PM

To: jinnie@communitybuildersinc.com

Cc: christopher.alvarado@jacuzzi.com

Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

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

From: [jinnie@communitybuildersinc.com]

Sent: 1/20/2017 1:42 PM

To: firststreetsupport@jacuzzi.com<mailto:firststreetsupport@jacuzzi.com>

Cc: jinnie@communitybuildersinc.com<mailto:jinnie@communitybuildersinc.com>

Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good

717 4th St

Elmer, OK 73539

Ph: 580.687.4443

Contract Date: March 3rd, 2016

Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

JACUZZI006083

REV JACUZZI006183

APEN 1039

Fax: (918) 836-8269

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<https://twitter.com/cbi_tulsa>[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png]
<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>[https://s-media-cache-
ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg]<https://www.instagram.com/community.builders.inc/>

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Christopher Alvarado

Consumer Service Representative

Phone: (800) 288-4002 ext. 73509

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Christopher Alvarado
Consumer Service Representative
Phone: (800) 288-4002 ext. 73509
ref:_00DG0kX3r_500G018jOuN:ref

RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Message Date 1/23/2017 2:50 PM
Has Attachment 
Email Address jinnie@communitybuildersinc.com
Status Replied
Subject RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]
Text Body Good Day,

Please don't tell the customer this, because that information is incorrect, no one in my office nor the installers have ever ordered this Kahuna Grip. Is this something that is ordered from Amazon?

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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

From: FirstStreet Support [mailto:firststreetsupport@jacuzzi.com]
Sent: Monday, January 23, 2017 4:15 PM
To: jinnie@communitybuildersinc.com
Cc: christopher.alvarado@jacuzzi.com
Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

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

From: [jinnie@communitybuildersinc.com]
Sent: 1/20/2017 1:42 PM
To: firststreetsupport@jacuzzi.com<mailto:firststreetsupport@jacuzzi.com>
Cc: jinnie@communitybuildersinc.com<mailto:jinnie@communitybuildersinc.com>

JACUZZI006084

REV JACUZZI006184

APEN 1040

003292

Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good

717 4th St

Elmer, OK 73539

Ph: 580.687.4443

Contract Date: March 3rd, 2016

Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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Christopher Alvarado

Consumer Service Representative

Phone: (800) 288-4002 ext. 73509

ref:_00DG0kX3r_500G018jOuN:ref

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RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Message Date 1/23/2017 2:14 PM

Has Attachment ☐

Email Address jinnie@communitybuildersinc.com

Status Sent

Subject RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Text Body Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

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

From: [jinnie@communitybuildersinc.com]

Sent: 1/20/2017 1:42 PM

To: firststreetsupport@jacuzzi.com

Cc: jinnie@communitybuildersinc.com

Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good

JACUZZI006085

REV JACUZZI006185

APEN 1041

717 4th St
Elmer, OK 73539
Ph: 580.687.4443

Contract Date: March 3rd, 2016
Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269


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[<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>][<https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg>][<https://www.instagram.com/community.builders.inc/>]

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Christopher Alvarado
Consumer Service Representative
Phone: (800) 288-4002 ext. 73509
ref:_00DG0kX3r_500G018jOuN:ref

Community Builders Inc/Good, Maile/Serial# BDPV12...

Message Date 1/20/2017 1:42 PM

Has Attachment 

Email Address jinnie@communitybuildersinc.com

Status Replied

Subject Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good
717 4th St
Elmer, OK 73539
Ph: 580.687.4443

Contract Date: March 3rd, 2016
Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.

Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269

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[<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>][<https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg>][<https://www.instagram.com/community.builders.inc/>]

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Chatter
Text Posts

Christopher Alvarado @Megan Davis Do you know the cost of the Kahuna Grip mats? Should I just have them ask First Street for the price?
February 1, 2017 at 9:47 AM

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JACUZZI006086

REV JACUZZI006186

APEN 1042



- [Close Window](#)
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Case: 00464598

Case Number	00464598	Date/Time Opened	7/6/2017 12:12 PM
Contact Name	Paul Taubman	Case Owner	Terrance Shumake
Account Name	Paul Taubman	Case Record Type	General
Warranty		Contact Email	paultoub18@aol.com
Model Description		Contact Phone	(805) 987-5152
Part Number		Case Age	(0)
Case Origin	Phone	Early Warning	
Email Origin		Serial # (Text)	
Brand	JB	Part Number (Text)	
Contact Type	Person Account	Clicktools Survey Link	Survey Link
Asset		Type	

Case Summary

Priority	Medium
Status	Closed
Case Title	Paul Taubman - - - - Referral - 2017-07-06
Case Reason	General/Other
Subject	Need part for tub
Description	Walk in tub looking for slip resistant mat Referred to JW Enterprises

Quality Metrics

UFC Category	Process	Feedback
UFC Component	Prospect (Sales / Service Lead)	Feedback Detail
UFC Sub-Component	Unidentified (Process)	Early Warning Comments
UFC Behavior	General Inquiry	Early Warning <input type="checkbox"/>
		EW Date
		Observed Symptom/Issue
		Main Component
		Sub-component

Service

Current Servicing Dealer/Customer Name	Claim Date
Current Servicing	Claim Number

JACUZZI006087

REV JACUZZI006187

APEN 1043

Dealer/Agent Number

Current Servicing
Dealer/Contact NameTech onsite ☐Training Required ☐

Order Date

Order Number

Shipping Carrier

Tracking Number

Track Order

System Information

Created By Terrance Shumake, 7/6/2017 12:12 PM

Date/Time Closed 7/6/2017 12:13 PM

ESC-DATE-FORMULA

Last Modified By Terrance Shumake, 7/6/2017 12:13 PM

ESC-FORMULA ☐Escalated ☐Second Escalation
Completed ☐Source 

Survey ID (Clicktools) 23mce2hix6m8y

Clicktools Survey
RecordTypeId 012G0000001IkeR**Contact Information**

Account Name Paul Taubman

Account Record
Type Person Account

Customer Number

Account Type

Last Survey Sent
Plus Buffer Time 8/10/2017

Contact Type Consumer

Last Survey Sent 7/11/2017

Last Stay-in-Touch
Save DateFormatted Today
Date 2019-08-12

Home Phone

RealZip

Phone (805) 987-5152

RealZip

Skype ID

Distance Data Status

Skype Link

OLD Brand

Warranty Email

Event

Warranty Phone#

ProspectId

Active Dealer
Contact ☐TAG ☐

Lead Source

Total Person Account
Cases

Total Contact Cases

Total Cases 0

First Opportunity
Create Date

HaveSpaWarranty

HaveSpaWarranty

JACUZZI006088

REV JACUZZI006188

APEN 1044

Consumer Preference Center

Email	paultoub18@aol.com		Mobile	
JHT Email Opt Out	<input type="checkbox"/>		JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>		JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>		SS Mobile	
TS Email Opt Out	<input type="checkbox"/>		SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>		D1 Mobile	
Declined to provide Email	<input type="checkbox"/>		D1 SMS Opt In	<input type="checkbox"/>
			TS Mobile	
Fax			TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>		Mobile Opt Out	<input type="checkbox"/>
			Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	
App Push Opt Out	<input type="checkbox"/>	Pardot ID	
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1		Mailing Address	
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City		Nearest Spa Service Center	Map Closest Spa Service Center
State		Nearest Bath Service Center	Map Closest Bath Service Center
Zip			
Country			

Lead Conversion Statistics

Initial Lead Created Date		Last Lead Converted Date	
Initial Lead Converted Type		Last Lead Converted Type	
Last Opportunity Create Date		From Converted Lead	<input type="checkbox"/>

Additional Information

JACUZZI006089

REV JACUZZI006189

APEN 1045

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

Marketing Cloud

[Send Marketing Cloud Email](#)
[View Marketing Cloud Analytics](#)
[Marketing Cloud Unsubscribe](#)

IsAccountMKGConnector



Pardot Details

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Terrance Shumake, 5/22/2017 11:10 AM	Account Owner	Terrance Shumake
Last Modified By	Rollup Helper, 11/17/2018 9:30 AM	Billing Address	

JACUZZI006090

REV JACUZZI006190

APEN 1046

Serial #		Shipping Address
IsAccountMKGConnectorSandbox	<input type="checkbox"/>	
MKGCloudTEST	<input type="checkbox"/>	

Custom Links

[Google Maps](#)

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003299

003299

JACUZZI006091
REV JACUZZI006191



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Case: 00479000

Case Number	00479000	Date/Time Opened	8/24/2017 1:31 PM
Contact Name	Lucille Burgess	Case Owner	Monica Castillo
Account Name	Lucille Burgess	Case Record Type	General
Warranty	LW50 BDJD95	Contact Email	lburgess1933@gmail.com
Model Description	FS 5229 C LH SLN HTR SKT071318	Contact Phone	(614) 578-0468
Part Number		Case Age	(0)
Case Origin	Phone	Early Warning	
Email Origin		Serial # (Text)	
Brand	JB	Part Number (Text)	
Contact Type	Person Account	Clicktools Survey Link	Survey Link
Asset		Type	

Case Summary

Priority	Medium
Status	Closed
Case Title	Lucille Burgess - - - - Referral - 2017-08-24
Case Reason	General/Other
Subject	Bath Mat for Walk In Tub
Description	Consumer called because her husband noticed that the bottom of her walk-in tub was a little slippery. She wanted to know if we offered a bath mat for the tub. Told her that we do not offer mats with our tubs however; she could probably try and locate one through her local hardware store. She said that they do not have the correct size and that the suction covers do not stay attached.

Quality Metrics

UFC Category	Accessories	Feedback
UFC Component	Other	Feedback Detail
UFC Sub-Component	Unidentified	Early Warning Comments
UFC Behavior	Missing/Damaged/Broken	Early Warning
		EW Date
		Observed Symptom/Issue
		Main Component
		Sub-component

Service

Current Servicing Dealer/Customer	Claim Date
-----------------------------------	------------


JACUZZI006092

REV JACUZZI006192

APEN 1048

Name	
Current Servicing Dealer/Agent Number	Claim Number
Current Servicing Dealer/Contact Name	Order Date
Tech onsite <input type="checkbox"/>	Order Number
Training Required <input type="checkbox"/>	Shipping Carrier
	Tracking Number
	Track Order

System Information

Created By	Monica Castillo, 8/24/2017 1:31 PM	Date/Time Closed	8/24/2017 1:31 PM
ESC-DATE-FORMULA		Last Modified By	Monica Castillo, 8/24/2017 1:31 PM
ESC-FORMULA <input type="checkbox"/>		Escalated	<input type="checkbox"/>
		Second Escalation Completed	<input type="checkbox"/>
		Source	
		Survey ID (Clicktools)	23mce2hix6m8y
		Clicktools Survey RecordTypeId	012G0000001IkeR

Contact Information

Account Name	Lucille burgess	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	10/9/2018	Contact Type	
Last Survey Sent	9/9/2018	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(614) 578-0468
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG <input type="checkbox"/>		Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			

JACUZZI006093

REV JACUZZI006193

APEN 1049

HaveSpaWarranty

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	
App Push Opt Out	<input type="checkbox"/>	Pardot ID	
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	Mailing Address	
Address 2	Nearest D1 ISP Map	Map Closest ISP (D1)
City	Nearest Spa Service Center	Map Closest Spa Service Center
State	Nearest Bath Service Center	Map Closest Bath Service Center
Zip		
Country		

Lead Conversion Statistics

Initial Lead Created Date	Last Lead Converted Date	
Initial Lead Converted Type	Last Lead Converted Type	
Last Opportunity Create Date	From Converted Lead	<input type="checkbox"/>

JACUZZI006094

REV JACUZZI006194

APEN 1050

Additional Information

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

Marketing Cloud

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IsAccountMKGConnector ☐

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Email

System Information

Created By	Paige Miller, 3/6/2017 9:46 AM	Account Owner	Paige Miller
Last Modified By	Rollup Helper, 11/17/2018 10:12 AM	Billing Address	

JACUZZI006095

REV JACUZZI006195

APEN 1051

Serial #		Shipping Address
IsAccountMKGConnectorSandbox	<input type="checkbox"/>	
MKGCloudTEST	<input type="checkbox"/>	

Custom Links

[Google Maps](#)

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003304

003304

JACUZZI006096
REV JACUZZI006196



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Case: 00501568

Case Number	00501568	Date/Time Opened	11/13/2017 1:01 PM
Contact Name	Alice Roehl	Case Owner	Martin Guevara
Account Name	Alice Roehl	Case Record Type	General
Warranty		Contact Email	air80@sbcglobal.net
Model Description	FS 5229 C LH SLN HTR SKT WHITE	Contact Phone	(805) 522-4736
Part Number	LW50959	Case Age	(0)
Case Origin	Phone	Early Warning	
Email Origin		Serial # (Text)	
Brand	JB	Part Number (Text)	
Contact Type	Person Account	Clicktools Survey Link	Survey Link
Asset		Type	

Case Summary

Priority	Medium
Status	Closed
Case Title	Alice Roehl - - - Inquiry/Process transaction - 2017-11-13
Case Reason	
Subject	Walk in bath - slippery bottom
Description	Jacuzzi tub has slippery bottom even though its supposed to be non- skid she slipped when trying to get out and almost drowned she called Hausner Construction and they suggested Kahuna Grip

Quality Metrics

UFC Category	Frame/Paneling/WIT	Feedback	
UFC Component	ABS/pan/base	Feedback Detail	
UFC Sub-Component	Unidentified	Early Warning Comments	
UFC Behavior	Alignment/Warping	Early Warning	
		EW Date	
		Observed Symptom/Issue	
		Main Component	
		Sub-component	

Service

Current Servicing Dealer/Customer Name	Claim Date
----------------------------------------	------------

JACUZZI006097

REV JACUZZI006197

APEN 1053

Current Servicing
Dealer/Agent Number

Claim Number

Current Servicing
Dealer/Contact Name

Order Date 11/13/2017

Tech onsite ☐

Order Number 233849

Training Required ☐

Shipping Carrier FedEx

Tracking Number

Track Order Track Order

System Information

Created By Martin Guevara, 11/13/2017 1:01 PM

Date/Time Closed 11/13/2017 1:01 PM

ESC-DATE-FORMULA

Last Modified By Martin Guevara, 11/13/2017 1:01 PM

ESC-FORMULA ☐Escalated ☐Second Escalation
Completed ☐Source 

Survey ID (Clicktools) 23mce2hix6m8y

Clicktools Survey
RecordTypeId 012G0000001IkeR**Contact Information**

Account Name Alice Roehl

Account Record
Type Person Account

Customer Number

Account Type

Last Survey Sent
Plus Buffer Time 12/18/2017

Contact Type Consumer

Last Survey Sent 11/18/2017

Last Stay-in-Touch
Save DateFormatted Today
Date 2019-08-12

Home Phone

RealZip

Phone (805) 522-4736

RealZip

Skype ID

Distance Data Status

Skype Link

OLD Brand

Warranty Email

Event

Warranty Phone#

ProspectId

Active Dealer
Contact ☐TAG ☐

Lead Source

Total Person Account
Cases

Total Contact Cases

Total Cases 0

First Opportunity
Create Date

HaveSpaWarranty

HaveSpaWarranty

JACUZZI006098

REV JACUZZI006198

APEN 1054

Consumer Preference Center

Email	air80@sbcglobal.net	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	http://pi.pardot.com/prospect/read?id=15972441
App Push Opt Out	<input type="checkbox"/>	Pardot ID	15972441
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	1884 Belhaven Ave	Mailing Address	
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City	Simi Valley	Nearest Spa Service Center	Map Closest Spa Service Center
State	CA	Nearest Bath Service Center	Map Closest Bath Service Center
Zip	93063		
Country			

Lead Conversion Statistics

Initial Lead Created Date		Last Lead Converted Date	
Initial Lead Converted Type		Last Lead Converted Type	
Last Opportunity Create Date		From Converted Lead	<input type="checkbox"/>

JACUZZI006099

REV JACUZZI006199

APEN 1055

Additional Information

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

Marketing Cloud

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You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Terrance Shumake, 11/9/2017 2:22 PM	Account Owner	Terrance Shumake
Last Modified By	Rollup Helper, 11/16/2018 7:31	Billing Address	

JACUZZI006100

REV JACUZZI006200

APEN 1056

PM

Serial #

Shipping Address

IsAccountMKGConnectorSandbox ☐MKGCloudTEST ☐**Custom Links**[Google Maps](#)**Case Comments**

12/6/2017 3:30 PM

11/13/2017 1:01 PM

User	Martin Guevara	User	Martin Guevara
Public	<input type="checkbox"/>	Public	<input type="checkbox"/>
Comment	Installation: Floor Area (LX07000) Place mat to the furthest area of the bottom radii to ensure no interference with Mega Drain. <input type="checkbox"/> Squeegee out all air bubbles.	Comment	Sending as courtesy

Activity History

Email: Kahuna Grip [ref:_00DG0kX3r_5000f1FsoiB:ref]

Name	Alice Roehl
Task	<input checked="" type="checkbox"/>
Due Date	12/6/2017
Assigned To	Martin Guevara
Last Modified Date/Time	12/6/2017 3:28 PM
	Additional To: air80@sbcglobal.net CC: BCC: Attachment: Kahuna Grip installations instructions.pdf Subject: Kahuna Grip [ref:_00DG0kX3r_5000f1FsoiB:ref] Body: Here is more info on the Kahuna Grip that should assist you. Let me know if you have any more problems. Martin Guevara Customer Service
Comments	www.jacuzzi.com 14525 Monte Vista Avenue / Chino, CA 91710 800-288-4002(o) 909.247-2551 (f) Office Hours 8am -5pm CT This email and any attachments are confidential and may be legally privileged. If you are not the intended recipient, please notify the author by replying to this email message, and then delete all copies of the email on your system. If you are not the intended recipient, you must not disclose, distribute, copy, print or use this email in any manner. Email messages and attachments may contain viruses. Although we take precautions to check for viruses, we make no assurances about the absences of viruses. We accept no liability and suggest that you carry out your own virus checks. ref:_00DG0kX3r_5000f1FsoiB:ref

Emails

Kahuna Grip [ref:_00DG0kX3r_5000f1FsoiB:ref]

Message Date	12/6/2017 3:28 PM
Has Attachment	<input checked="" type="checkbox"/>
Email Address	air80@sbcglobal.net

JACUZZI006101

REV JACUZZI006201

APEN 1057

Status **Sent**

Subject **Kahuna Grip [ref:_00DG0kX3r._5000f1FsoiB:ref]**

Here is more info on the Kahuna Grip that should assist you. Let me know if you have any more problems.

Martin Guevara
Customer Service

www.jacuzzi.com
14525 Monte Vista Avenue / Chino, CA 91710
800-288-4002(o) 909.247-2551 (f)
Office Hours 8am -5pm CT

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003310

003310

JACUZZI006102

REV JACUZZI006202



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Case: 00504136

Case Number	00504136	Date/Time Opened	11/21/2017 4:11 PM
Contact Name	Alice Roehl	Case Owner	Terrance Shumake
Account Name	Alice Roehl	Case Record Type	General
Warranty		Contact Email	air80@sbcglobal.net
Model Description	FS 5229 C LH SLN HTR SKT WHITE	Contact Phone	(805) 522-4736
Part Number	LW50959	Case Age	(6)
Case Origin	Phone	Early Warning	
Email Origin		Serial # (Text)	
Brand	JB	Part Number (Text)	
Contact Type	Person Account	Clicktools Survey Link	Survey Link
Asset		Type	

Case Summary

Priority	Medium
Status	Closed
Case Title	Alice Roehl - - - Referral - 2017-11-21
Case Reason	General/Other
Subject	Walk in bath - slippery bottom
Description	Jacuzzi tub has slippery bottom even though its supposed to be non- skid she slipped when trying to get out and almost drowned she called Hausner Construction and they suggested Kahuna Grip

Quality Metrics

UFC Category	Frame/Paneling/WIT	Feedback
UFC Component	ABS/pan/base	Feedback Detail
UFC Sub-Component	Unidentified	Early Warning Comments
UFC Behavior	Alignment/Warping	Early Warning
		EW Date
		Observed Symptom/Issue
		Main Component
		Sub-component

Service

Current Servicing Dealer/Customer Name	Claim Date
----------------------------------------	------------

JACUZZI006103

REV JACUZZI006203

APEN 1059

Current Servicing
Dealer/Agent Number

Claim Number

Current Servicing
Dealer/Contact Name

Order Date 11/13/2017

Tech onsite ☐

Order Number 233849

Training Required ☐

Shipping Carrier FedEx

Tracking Number

Track Order Track Order

System Information

Created By Terrance Shumake, 11/21/2017 4:11 PM

Date/Time Closed 11/27/2017 11:53 AM

ESC-DATE-FORMULA

Last Modified By Christopher Alvarado, 11/27/2017 11:53 AM

ESC-FORMULA ☐Escalated ☐Second Escalation
Completed ☐Source 

Survey ID (Clicktools) 23mce2hix6m8y

Clicktools Survey
RecordTypeId 012G0000001IkeR**Contact Information**

Account Name	Alice Roehl	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	12/18/2017	Contact Type	Consumer
Last Survey Sent	11/18/2017	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(805) 522-4736
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			

JACUZZI006104

REV JACUZZI006204

APEN 1060

HaveSpaWarranty

Consumer Preference Center

Email	air80@sbcglobal.net	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	http://pi.pardot.com/prospect/read?id=15972441
App Push Opt Out	<input type="checkbox"/>	Pardot ID	15972441
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	1884 Belhaven Ave	Mailing Address	
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City	Simi Valley	Nearest Spa Service Center	Map Closest Spa Service Center
State	CA	Nearest Bath Service Center	Map Closest Bath Service Center
Zip	93063		
Country			

Lead Conversion Statistics

Initial Lead Created Date		Last Lead Converted Date	
Initial Lead Converted Type		Last Lead Converted Type	
Last Opportunity Create Date		From Converted Lead	<input type="checkbox"/>

JACUZZI006105

REV JACUZZI006205

APEN 1061

Additional Information

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

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Email

System Information

Created By Terrance Shumake, 11/9/2017 2:22 PM

Account Owner Terrance Shumake

JACUZZI006106

REV JACUZZI006206

APEN 1062

Last Modified By Rollup Helper, 11/16/2018 7:31 PM

Billing Address

Serial #

Shipping Address

IsAccountMKGConnectorSandbox ☐

MKGCloudTEST ☐

Custom Links

[Google Maps](#)

Case Comments

11/27/2017 2:25 PM

User	Martin Guevara
Public	<input type="checkbox"/>
Comment	<p>-PARTS TO BE CLEAN, FREE OF OIL, GREASE, DIRT AND LOOSE PARTICLE PLACE MAT TO THE FURTHEST AREA OF THE BOTTOM RADII TO ENSURE NO INTERFERENCE WITH MEGA DRAIN - SQUEEGEE OUT ALL AIR BUBBLES -REMOVE RELEASE LINER FROM BACKING PRIOR TO INSTALLATION</p>

Activity History

inbound

Name	Alice Roehl
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Christopher Alvarado
Last Modified Date/Time	11/27/2017 11:52 AM
Comments	referred to AIHR, we do not support product

Chatter

Text Posts

Terrance Shumake @Martin Guevara Hi. Do you know how to install a floor mat on a tub using Kahuna grip? The consumer you sent the mat to needs to know how to install it and I saw something online but she said she didn't have a protective film to remove.
November 21, 2017 at 4:13 PM

Martin Guevara I don't think I have instructions for this but I will check
November 27, 2017 at 2:23 PM

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JACUZZI006107

REV JACUZZI006207



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Case: 00504982

Case Number	00504982	Date/Time Opened	11/27/2017 3:03 PM
Contact Name	Alice Roehl	Case Owner	Tiffany Horne
Account Name	Alice Roehl	Case Record Type	General
Warranty		Contact Email	air80@sbcglobal.net
Model Description	FS 5229 C LH SLN HTR SKT WHITE	Contact Phone	(805) 522-4736
Part Number	LW50959	Case Age	(0)
Case Origin	Phone	Early Warning	
Email Origin		Serial # (Text)	
Brand	JB	Part Number (Text)	
Contact Type	Person Account	Clicktools Survey Link	Survey Link
Asset		Type	

Case Summary

Priority	Medium
Status	Closed
Case Title	Alice Roehl - - - Referral - 2017-11-27
Case Reason	General/Other
Subject	Walk in bath - slippery bottom
Description	CX called in, she has a slippery bath bottom, she said she almost drowned, she slipped. She called in previously with the same problem.

Quality Metrics

UFC Category	Frame/Paneling/WIT	Feedback	
UFC Component	ABS/pan/base	Feedback Detail	
UFC Sub-Component	Unidentified	Early Warning Comments	
UFC Behavior	Alignment/Warping	Early Warning	<input type="checkbox"/>
		EW Date	
		Observed Symptom/Issue	
		Main Component	
		Sub-component	

Service

Current Servicing Dealer/Customer Name	Claim Date
Current Servicing	Claim Number

JACUZZI006108

REV JACUZZI006208

APEN 1064

Dealer/Agent Number

Current Servicing
Dealer/Contact NameTech onsite ☐Training Required ☐

Order Date 11/13/2017

Order Number 233849

Shipping Carrier FedEx

Tracking Number

Track Order Track Order

System Information

Created By Tiffany Horne, 11/27/2017 3:03 PM

Date/Time Closed 11/27/2017 3:18 PM

ESC-DATE-FORMULA

Last Modified By Paige Miller, 11/27/2017 3:18 PM

ESC-FORMULA ☐Escalated ☐Second Escalation
Completed ☐Source 

Survey ID (Clicktools) 23mce2hix6m8y

Clicktools Survey
RecordTypeId 012G0000001IkeR

Contact Information

Account Name	Alice Roehl	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	12/18/2017	Contact Type	Consumer
Last Survey Sent	11/18/2017	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(805) 522-4736
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
ProspectId		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

JACUZZI006109

REV JACUZZI006209

APEN 1065

Consumer Preference Center

Email	air80@sbcglobal.net	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	http://pi.pardot.com/prospect/read?id=15972441
App Push Opt Out	<input type="checkbox"/>	Pardot ID	15972441
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	1884 Belhaven Ave	Mailing Address	
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City	Simi Valley	Nearest Spa Service Center	Map Closest Spa Service Center
State	CA	Nearest Bath Service Center	Map Closest Bath Service Center
Zip	93063		
Country			

Lead Conversion Statistics

Initial Lead Created Date		Last Lead Converted Date	
Initial Lead Converted Type		Last Lead Converted Type	
Last Opportunity Create Date		From Converted Lead	<input type="checkbox"/>

JACUZZI006110

REV JACUZZI006210

APEN 1066

Additional Information

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

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You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Terrance Shumake, 11/9/2017 2:22 PM	Account Owner	Terrance Shumake
Last Modified By	Rollup Helper, 11/16/2018 7:31	Billing Address	

JACUZZI006111

REV JACUZZI006211

APEN 1067

PM

Serial #

Shipping Address

IsAccountMKGConnectorSandbox ☐MKGCloudTEST ☐**Custom Links**[Google Maps](#)**Case Comments**

11/27/2017 3:18 PM

11/27/2017 3:03 PM

User **Paige Miller**

Public ☐

Comment **was referred to Hausner**

User **Tiffany Horne**

Public ☐

Comment **I let her know to contact the construction company who installed the tub, so they can give her instructions on installing the mat.**

Activity History

outbound consumer

Name

Task ☒

Due Date

Assigned To **Tiffany Horne**

Last Modified Date/Time **11/27/2017 3:06 PM**

Comments **called to request installation info. for Kahuna mat**

Chatter**Text Posts**

Tiffany Horne @Paige Miller Hi. This consumer is attempting to install a replacement mat for a walk-in tub and wants to know who to call for assistance (we don't provide them with info. for installation for the mats). She tried calling FS, but they were not able to find her in their system and said they could not help her. Thanks

November 27, 2017 at 3:11 PM

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JACUZZI006112

REV JACUZZI006212



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Case: 00508076

Case Number	00508076	Date/Time Opened	12/7/2017 12:26 PM
Contact Name	Alice Roehl	Case Owner	Tiffany Horne
Account Name	Alice Roehl	Case Record Type	General
Warranty		Contact Email	air80@sbcglobal.net
Model Description	FS 5229 C LH SLN HTR SKT WHITE	Contact Phone	(805) 522-4736
Part Number	LW50959	Case Age	(4)
Case Origin	Phone	Early Warning	
Email Origin		Serial # (Text)	
Brand	JB	Part Number (Text)	
Contact Type	Person Account	Clicktools Survey Link	Survey Link
Asset		Type	

Case Summary

Priority	Medium
Status	Closed
Case Title	Alice Roehl - - - Tech troubleshoot/Identify problem - 2017-12-07
Case Reason	General/Other
Subject	kahuna grip does not have strip covering adhesive
Description	<p>-we sent the consumer a Kahuna mat as a courtesy because the tub basin is too slippery and the end-user stated she almost drown</p> <p>-consumer stated the replacement mat we sent did not have a protective cover on the adhesive and the adhesive is not sticking to the basin</p> <p>-ordered another replacement mat as a courtesy and provided her w/ 800-791-7999 for assistance w/ Kahuna mat installation instructions</p>

Quality Metrics

UFC Category	Frame/Paneling/WIT	Feedback	
UFC Component	ABS/pan/base	Feedback Detail	
UFC Sub-Component	Unidentified	Early Warning Comments	
UFC Behavior	Alignment/Warping	Early Warning	
		EW Date	
		Observed Symptom/Issue	
		Main Component	
		Sub-component	

Service


JACUZZI006113

REV JACUZZI006213

APEN 1069

Current Servicing Dealer/Customer Name		Claim Date	
Current Servicing Dealer/Agent Number		Claim Number	
Current Servicing Dealer/Contact Name		Order Date	12/7/2017
Tech onsite	<input type="checkbox"/>	Order Number	234802
Training Required	<input type="checkbox"/>	Shipping Carrier	FedEx
		Tracking Number	
		Track Order	Track Order

System Information

Created By	Tiffany Horne, 12/7/2017 12:26 PM	Date/Time Closed	12/11/2017 2:34 PM
ESC-DATE-FORMULA		Last Modified By	Paige Miller, 12/11/2017 2:34 PM
ESC-FORMULA	<input type="checkbox"/>	Escalated	<input type="checkbox"/>
		Second Escalation Completed	<input type="checkbox"/>
		Source	
		Survey ID (Clicktools)	23mce2hix6m8y
		Clicktools Survey RecordTypeId	012G0000001IkeR

Contact Information

Account Name	Alice Roehl	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	12/18/2017	Contact Type	Consumer
Last Survey Sent	11/18/2017	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(805) 522-4736
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
ProspectId		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			

JACUZZI006114

REV JACUZZI006214

APEN 1070

HaveSpaWarranty

HaveSpaWarranty

Consumer Preference Center

Email	air80@sbcglobal.net	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	http://pi.pardot.com/prospect/read?id=15972441
App Push Opt Out	<input type="checkbox"/>	Pardot ID	15972441
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	1884 Belhaven Ave	Mailing Address	
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City	Simi Valley	Nearest Spa Service Center	Map Closest Spa Service Center
State	CA	Nearest Bath Service Center	Map Closest Bath Service Center
Zip	93063		
Country			

Lead Conversion Statistics

Initial Lead Created Date		Last Lead Converted Date	
Initial Lead Converted Type		Last Lead Converted Type	

JACUZZI006115

REV JACUZZI006215

APEN 1071

Last Opportunity
Create Date

From Converted
Lead



Additional Information

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

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IsAccountMKGConnector



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Email

System Information

JACUZZI006116

REV JACUZZI006216

APEN 1072

Created By		Terrance Shumake, 11/9/2017 2:22 PM	Account Owner	Terrance Shumake
Last Modified By		Rollup Helper, 11/16/2018 7:31 PM	Billing Address	
Serial #			Shipping Address	
IsAccountMKGConnectorSandbox	<input type="checkbox"/>			
MKGCloudTEST	<input type="checkbox"/>			

Custom Links

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JACUZZI006117
REV JACUZZI006217



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Case: 00514322

Case Number	00514322	Date/Time Opened	1/3/2018 2:46 PM
Contact Name	DAVID & Debbie WILLIAMS	Case Owner	Paige Miller
Account Name	DAVID & Debbie WILLIAMS	Case Record Type	Extended
Warranty	LW45 BDF3RM	Contact Email	
Model Description	FS 5229 C RH SLN HTR SKT071318	Contact Phone	3098403045
Part Number		Case Age	(19)
Case Origin	Phone	Early Warning	
Sub-Origin		Serial # (Text)	
Email Origin		Part Number (Text)	
Brand	JB	Clicktools Survey Link	Survey Link
		Type	

Case Summary

Case Title	DAVID WILLIAMS - - - Tech troubleshoot/Identify problem - 2018-01-03
Priority	Medium
Status	Closed
Case Reason	General/Other
Subject	complaints
Description	<ul style="list-style-type: none"> - customer not happy with tub - wants to trade this in as this is too big - this is also too slippery - light does not work -black flakes coming out of tub

Quality Metrics

UFC Category	Electrical	Feedback
UFC Component	Light	Feedback Detail
UFC Sub-Component	Chromatherapy light	Early Warning Comments
UFC Behavior	Inop/Intermittent	Early Warning
Has Warranty		EW Date
		Observed Symptom/Issue
		Main Component
		Sub-component

Service

Balance Due

Claim Date

JACUZZI006118

REV JACUZZI006218


APEN 1074

Date Service Center Contacted	Claim Number
Current Servicing Dealer/Customer Name	Order Date 1/3/2018
Current Servicing Dealer/Agent Number	Order Number 235700
Current Servicing Dealer/Contact Name	Shipping Carrier FedEx
Service Date	Tracking Number 7458711647059
Tech onsite <input type="checkbox"/>	Track Order Track Order
Training Required <input type="checkbox"/>	Replacement Serial #
Service Liability	
Charge Back	

Concierge Services

Date Customer Contacted	Quantity
-------------------------	----------

System Information

Created By	Martin Guevara, 1/3/2018 2:46 PM	Date/Time Closed	1/22/2018 9:13 AM
		Last Modified By	Paige Miller, 1/22/2018 9:13 AM
		Escalated	<input type="checkbox"/>
		Second Escalation Completed	<input type="checkbox"/>
		Source	

Contact Information

Account Name	DAVID & Debbie WILLIAMS	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	2/22/2019	Contact Type	
Last Survey Sent	1/23/2019	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	3098403045
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	(309) 840-3045
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		

JACUZZI006119

REV JACUZZI006219

APEN 1075

Total Contact Cases 0
Total Cases 0
First Opportunity
Create Date
HaveSpaWarranty 0
HaveSpaWarranty 0

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	
App Push Opt Out	<input type="checkbox"/>	Pardot ID	
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	913 HIGHLAND AVE	Mailing Address	United States
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City	PEKIN	Nearest Spa Service Center	Map Closest Spa Service Center
State	IL	Nearest Bath Service Center	Map Closest Bath Service Center
Zip	61554		
Country			

Lead Conversion Statistics

JACUZZI006120

REV JACUZZI006220

APEN 1076

Initial Lead Created Date	Last Lead Converted Date
Initial Lead Converted Type	Last Lead Converted Type
Last Opportunity Create Date	From Converted Lead

Additional Information

Salesperson Code	Class Code
Salesperson Name	Class Code Description
Activity Code	Channel Code
Territory Code	Channel Description
Territory Description	Regional Manager Email

Marketing Cloud

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View Marketing Cloud Analytics	
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Email

System Information

Created By	Veltig, 11/30/2016 7:50 AM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 8:29 PM	Billing Address	United States
Serial #	LW45 BDF3RM	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Case Comments

1/22/2018 9:13 AM

User **Paige Miller**
Public ☐
Comment **Orders placed
tub is from 2013-
Advs can call installer for more info on his
dissatisfaction**

1/3/2018 2:46 PM

User **Martin Guevara**
Public ☐
Comment **PARTS only covered
sending out light kit
sending Super Systems Clean Plus and Kahuna
Grip mat as one time courtesy
System clean to be sent on order # 391333**

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JACUZZI006122

REV JACUZZI006222



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Case: 00619866

Case Number	00619866 [View Hierarchy]	Case Owner	Richard Vest
Date/Time Opened	6/26/2018 2:12 PM	Status	Closed
Account Name	Christen manual	ReOpened Date	
Contact Name	Christen manual	Case Record Type	Consumer - Bath
Case Origin	Phone	Parent Case	

Product Details

Brand	JB	Type	Consumer
Asset		Serial # (Text)	
Warranty		Part Number	
Demo/Red Tag		Part Number (Text)	

Veltig Knowledge Testing - Will remove

Data Category Brand Jacuzzi

Case Reason and Issue

Category	Bathtubs - Walk-In	Case Reason	Product Issue
Product	Jacuzzi	Case Sub-Reason	
Product Issue	Other	Case Return Detail	
Other Product Issue	bottom	Other Reason	
Product Component		Case Resolution	Educate/Training

Description Information

Subject	walk in tub , slipping on bottom	Priority	Normal
Description	3 years old tub , lady is slipping on floor they have tried everything I suggested		

Service Request

Service Email Status		Service Status	
Estimated Cost		Claim Date	
Servicing Dealer/Contact Name		Claim Number	
Tech onsite	<input type="checkbox"/>	Charge Back	
Training Required	<input type="checkbox"/>		

Service Information

Service Date	Service Confirmation Date
--------------	---------------------------

JACUZZI006123

REV JACUZZI006223

APEN 1079

Completed Service

Actual Cost	Shipping Carrier
Order Date	Tracking Number
Order Number	Track Order


Early Warning

Early Warning	<input type="checkbox"/>	EW Date
Early Warning Comments		

Web Information

Email Origin

System Information

Created By	Richard Vest, 6/26/2018 2:12 PM	Last Modified By	Richard Vest, 6/26/2018 2:12 PM
Accepted Date/Time	6/26/2018 2:12 PM	Entitlement Name	6am - 5pm pacific mon-fri
Date/Time Closed	6/26/2018 2:12 PM	Escalation Date	
Case Age	 (0)	Escalation Type	
		Survey Sent	<input checked="" type="checkbox"/>
		Hours	411.86

Contact Information

Account Name	Christen manual	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	7/31/2018	Contact Type	
Last Survey Sent	7/1/2018	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(337) 288-8041
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity			

JACUZZI006124

REV JACUZZI006224

APEN 1080

Create Date

HaveSpaWarranty

HaveSpaWarranty

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	
App Push Opt Out	<input type="checkbox"/>	Pardot ID	
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	Mailing Address	
Address 2	Nearest D1 ISP Map	Map Closest ISP (D1)
City	Nearest Spa Service Center	Map Closest Spa Service Center
State	Nearest Bath Service Center	Map Closest Bath Service Center
Zip		
Country		

Lead Conversion Statistics

Initial Lead Created Date	Last Lead Converted Date
Initial Lead Converted Type	Last Lead Converted Type

JACUZZI006125

REV JACUZZI006225

APEN 1081

Last Opportunity
Create Date

From Converted
Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

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IsAccountMKGConnector



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Email

System Information

JACUZZI006126

REV JACUZZI006226

APEN 1082

Created By Richard Vest, 6/26/2018 2:09 PM
 Last Modified By Katie Gaita, 11/16/2018 3:50 PM

Account Owner Richard Vest

Billing Address

Serial #

Shipping Address

IsAccountMKGConnectorSandbox ☐


MKGCloudTEST ☐

Custom Links


[Google Maps](#)

Case Milestones


First Response

Target Date **6/28/2018 8:12 AM**
 Completion Date **6/26/2018 2:12 PM**
 Time Remaining (Min:Sec) **00:00**
 Violation
 Completed 

Assigned Response

Target Date **6/28/2018 8:12 AM**
 Completion Date **6/26/2018 2:12 PM**
 Time Remaining (Min:Sec) **00:00**
 Violation
 Completed 

Resolution

Target Date **6/28/2018 2:12 PM**
 Completion Date **6/26/2018 2:12 PM**
 Time Remaining (Min:Sec) **00:00**
 Violation
 Completed 

Case History

6/26/2018 2:12 PM

User **Richard Vest**
 Action **Changed Case Record Type from Standard to Consumer - Bath. Created.**

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JACUZZI006127

REV JACUZZI006227



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CATHERINE REYNOLDS

Account Name	CATHERINE REYNOLDS	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	3/15/2019	Contact Type	
Last Survey Sent	2/13/2019	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(512) 268-3213
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	noemail.com
Event		Warranty Phone#	(512) 268-3213
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006128

REV JACUZZI006228

APEN 1084

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 130 LARCH COVE

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City KYLE

Nearest Spa Service
Center Map Closest Spa Service Center

State TX

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 78640

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006129

REV JACUZZI006229

APEN 1085

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Email

System Information

Created By	Veltig, 12/1/2016 12:30 AM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 8:03 PM	Billing Address	United States
Serial #	NQ81 BDD8WT	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Inbound Call on 2/8/2019 1:52 PM

Name

JACUZZI006130

REV JACUZZI006230

APEN 1086

Related To **CATHERINE REYNOLDS**
 Task ☒
 Due Date **2/8/2019**
 Assigned To **Bella Robles**
 Last Modified Date/Time **2/8/2019 2:01 PM**
 Comments
 Received a call from
 on 2/8/2019
 Number: +1 (512) 268-3213 +1 (800) 288-4002

2015-05-11 10:58:30

Name **CATHERINE REYNOLDS**
 Related To **00304436**
 Task ☒
 Due Date **5/11/2015**
 Assigned To **Yvette Maldonado**
 Last Modified Date/Time **5/11/2015 11:01 AM**
 Comments

2015-05-11 10:33:01

Name **CATHERINE REYNOLDS**
 Related To **00304436**
 Task ☒
 Due Date **5/11/2015**
 Assigned To **Yvette Maldonado**
 Last Modified Date/Time **5/11/2015 10:44 AM**
 Comments

Cases

00839765

Contact Name **CATHERINE REYNOLDS**
 Subject **Slippery Floor**
 Priority **Normal**
 Date Opened **2/8/2019**
 Status **Closed**
 Owner **Bella Robles**
 Description **-consumer calling in regarding slipper floor on walk in tub**

00304436

Contact Name **CATHERINE REYNOLDS**
 Subject **My tub is very slippery on the bottom.**
 Priority **Medium**
 Date Opened **5/11/2015**
 Status **Closed**
 Owner **Yvette Maldonado**
 Description
 -Can not use the tub because the bottom is very slippery.
 -There is not a mat that I can find to use the tub.
 -The bottom of the tub is slick as glass.
 -The installers did a very bad job when placing my tub into my restroom my carpet was destroyed.
 -I paid a lot of money for a tub that I can not use.

Warranties

NQ81 BDD8WT

Model **NQ81959**

JACUZZI006131

REV JACUZZI006231

APEN 1087

Model Description ***FS 5230 C LH SLN HTR SKT WHT**
Mfg Date **11/14/2012**
Installation Date **11/12/2012**

Assets

NQ81 BDD8WT

Serial Number	NQ81 BDD8WT
Install Date	11/12/2012
Quantity	
Contact Name	CATHERINE REYNOLDS
Status	
Competitor Asset	<input type="checkbox"/>
Description	

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JACUZZI006132
REV JACUZZI006232



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CHARLES HORN

Account Name	CHARLES HORN	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	11/29/2016	Contact Type	
Last Survey Sent	10/30/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	9098673745
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	none@none.com
Event		Warranty Phone#	(909) 867-3745
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email	none@none.com	Mobile	
	[Confirm Email Address]		
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

JACUZZI006133

REV JACUZZI006233

APEN 1089

Email Settings

Brand		OLDReceive Smart Tub Emails	<input type="checkbox"/>
Receive SmartTub Error Emails	<input type="checkbox"/>		
Receive SmartTub Reminder Emails	<input type="checkbox"/>		

SmartTub Information

IoT Contact	<input type="checkbox"/>	Pardot URL	
App Push Opt Out	<input type="checkbox"/>	Pardot ID	
Terms of Service Opt Out	<input type="checkbox"/>	IoT Owner Id	

Address Information

Address 1	33100 HOLCOMB CREEK DR	Mailing Address	United States
Address 2		Nearest D1 ISP Map	Map Closest ISP (D1)
City	GREEN VALLEY LAKE	Nearest Spa Service Center	Map Closest Spa Service Center
State	CA	Nearest Bath Service Center	Map Closest Bath Service Center
Zip	92341		
Country			

Lead Conversion Statistics

Initial Lead Created Date		Last Lead Converted Date	
Initial Lead Converted Type		Last Lead Converted Type	
Last Opportunity Create Date		From Converted Lead	<input type="checkbox"/>

Additional Information

Salesperson Code		Class Code	
Salesperson Name		Class Code Description	
Activity Code		Channel Code	
Territory Code		Channel Description	
Territory Description		Regional Manager Email	

Marketing Cloud

IsAccountMKGConnector ☐

JACUZZI006134

REV JACUZZI006234

APEN 1090

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When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/30/2016 9:23 AM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 8:26 PM	Billing Address	United States
Serial #	LW45 BDHRVB	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Outbound Consumer

Name **CHARLES HORN**

JACUZZI006135

REV JACUZZI006235

APEN 1091

Related To **00403033**
 Task ☒
 Due Date **10/21/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **10/21/2016 11:38 AM**
 Comments **Spoke to Mr. Horn,**
Blower is okay - reset it
- on/off button needs to be replaced
- keeps getting stuck
- he will replace himself

Transfer

Name **CHARLES HORN**
 Related To **00403033**
 Task ☒
 Due Date **10/21/2016**
 Assigned To **Terrance Shumake**
 Last Modified Date/Time **10/21/2016 11:35 AM**
 Comments **TRX 73003**

2016-10-21 11:33:36

Name **CHARLES HORN**
 Related To **00403033**
 Task ☒
 Due Date **10/21/2016**
 Assigned To **Terrance Shumake**
 Last Modified Date/Time **10/21/2016 11:34 AM**
 Comments

Outbound Consumer

Name **CHARLES HORN**
 Related To **00403033**
 Task ☒
 Due Date **10/20/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **10/20/2016 3:52 PM**
 Comments **Spoke to Charles**
- Micro V jet face came off
- was able to but it back in
- blower
- will ask his friend to reset break/GFCI
- will call me tomorrow

2016-10-20 15:25:31

Name **CHARLES HORN**
 Related To **00403033**
 Task ☒
 Due Date **10/20/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **10/20/2016 3:46 PM**
 Comments

2016-09-14 09:07:37

Name **CHARLES HORN**
 Related To

JACUZZI006136

REV JACUZZI006236

Task ☒
 Due Date **9/14/2016**
 Assigned To **Rick McCullar**
 Last Modified Date/Time **9/14/2016 9:12 AM**
 Comments

Outbound Charles Horn

Name **CHARLES HORN**
 Related To **00237834**
 Task ☒
 Due Date **8/15/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **8/15/2014 11:33 AM**
 Comments **Spoke to Mr. Horn and he confirmed that our agent came out to fix the skirt panel and he approved the fit. He also wanted me to note that he is not happy that he slip in the tub and Jacuzzi will not do anything to correct the non slip. I tried to explain to him that our walk in units exceed the standard and we recommend Solid Step Cote that he can apply on the bottom of the tub. He said that since we recommend a product we are admitting there is a issue of our tubs being slippery.**

Outbound Touch Up Doc

Name **CHARLES HORN**
 Related To **00237834**
 Task ☒
 Due Date **8/15/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **8/15/2014 10:59 AM**
 Comments **Spoke to Nancy and service is completed on 8/112**

email

Name **CHARLES HORN**
 Related To **00237834**
 Task ☒
 Due Date **8/14/2014**
 Assigned To **Megan Davis**
 Last Modified Date/Time **8/14/2014 9:41 AM**
 Comments **emailed agent to ck status**

Outbound Touch up doc

Name **CHARLES HORN**
 Related To **00237834**
 Task ☒
 Due Date **8/12/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **8/12/2014 2:47 PM**
 Comments **Per Nancy service was today.**

Charles Horn

Name **CHARLES HORN**
 Related To **00235026**
 Task ☒
 Due Date **7/30/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **7/30/2014 12:37 PM**
 Comments **Called Mr Horn to let him know that the floor meet the standards and that we will be setting up**

JACUZZI006137

REV JACUZZI006237

service for his skirt panel. He aware of Solid Step Cote that could be added to the bottom of his tub. He feels he should not have to pay \$450 to have it done. He did mention that he will need to take us to court. He and his wife is unable to us this tub and feels no one want to help him with this issue.

2014-07-30 12:27:50

Name **CHARLES HORN**
 Related To **00224032**
 Task ☒
 Due Date **7/30/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **7/30/2014 12:31 PM**
 Comments

Mr Horn

Name **CHARLES HORN**
 Related To **00235026**
 Task ☒
 Due Date **7/30/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **7/30/2014 12:07 PM**
 Comments **He called asking for a update. Told him that I would have to look in to it and call him back**

2014-07-30 14:50:38

Name **CHARLES HORN**
 Related To **00235026**
 Task ☒
 Due Date **7/30/2014**
 Assigned To **Sonja Kelsie**
 Last Modified Date/Time **7/30/2014 11:51 AM**
 Comments

Transfer

Name **CHARLES HORN**
 Related To **00235026**
 Task ☒
 Due Date **7/30/2014**
 Assigned To **Sonja Kelsie**
 Last Modified Date/Time **7/30/2014 11:51 AM**
 Comments **DEBBIE**

email

Name **CHARLES HORN**
 Related To **00235026**
 Task ☒
 Due Date **7/28/2014**
 Assigned To **Megan Davis**
 Last Modified Date/Time **7/28/2014 10:18 AM**
 Comments **received the following email**

Hi, Megan :)

I spoke with our repairman regarding Charles Horn at 33100 Holcomb Creek Drive in Green Valley Lake, California. Jacuzzi had asked us to find out if the textured bottom is present and if there is anything causing the floor to be slippery.

JACUZZI006138

REV JACUZZI006238

APEN 1094

His findings were as follows:

The factory molded non-skid on the bottom of the Jacuzzi is there and intact. Customer is complaining that even with that on there, the surface becomes hazardously very slippery when he stands up to take a shower and uses soap. He is requesting that a sanded non-skid be applied to the situation there. Customer reports that Jacuzzi recommended a particular after market non-skid pad which he proceeded to purchase. He reports that started peeling up after just a few days. My repairman could not perform a water test to rate the actual slipperiness of the Jacuzzi manufactured non-skid due to the after market non-skid being stuck to the bottom and could not be removed without ruining or damaging the pad.

In addition, where the front snap-on piece is, there seems to be a fairly decent sized gap that does not look appropriate. It seems there are supposed to be a couple of posts that snap into the body of the Jacuzzi but are missing and therefore not grabbing on to the front piece and holding on properly.

If you have any technical questions, you can contact the repairman who went out there at (951) 218-5442 - Kevin. For anything else, please feel free to contact me at the numbers below. Thanks so much, and have a great day!

Smiles,

Nancy C. Anderson
Touch Up Doc
(951) 279-8080 office
(951) 549-7436 fax
nancy@touchupdocinc.com

If you see someone without a smile today, give them one of yours!

Call

Name	CHARLES HORN
Related To	00235026
Task	<input checked="" type="checkbox"/>
Due Date	7/25/2014
Assigned To	Megan Davis
Last Modified Date/Time	7/25/2014 11:43 AM
Comments	LVM for agent to follow up

outbound call

Name	CHARLES HORN
Related To	00224032
Task	<input checked="" type="checkbox"/>
Due Date	7/16/2014
Assigned To	Megan Davis
Last Modified Date/Time	7/16/2014 10:58 AM
Comments	sent email as well

outbound call

Name	CHARLES HORN
Related To	00224032
Task	<input checked="" type="checkbox"/>
Due Date	7/16/2014
Assigned To	Megan Davis
Last Modified Date/Time	7/16/2014 10:55 AM
Comments	LVM for touch up dr.

2014-07-10 16:33:05

Name	CHARLES HORN
Related To	

JACUZZI006139

REV JACUZZI006239

APEN 1095

Task ☒
Due Date 7/10/2014
Assigned To Sonja Kelsie
Last Modified Date/Time 7/10/2014 1:34 PM
Comments

Transfer

Name CHARLES HORN
Related To Jacuzzi Consumers Master Account
Task ☒
Due Date 7/10/2014
Assigned To Sonja Kelsie
Last Modified Date/Time 7/10/2014 1:34 PM
Comments RQT MARTIN

2014-07-03 11:33:52

Name CHARLES HORN
Related To
Task ☒
Due Date 7/3/2014
Assigned To Hilton Calderon
Last Modified Date/Time 7/3/2014 11:39 AM
Comments

2014-07-03 11:33:18

Name CHARLES HORN
Related To
Task ☒
Due Date 7/3/2014
Assigned To Hilton Calderon
Last Modified Date/Time 7/3/2014 11:33 AM
Comments

2014-06-26 13:12:56

Name CHARLES HORN
Related To 00224032
Task ☒
Due Date 6/26/2014
Assigned To Martin Guevara
Last Modified Date/Time 6/26/2014 1:25 PM
Comments

2014-06-25 14:52:07

Name CHARLES HORN
Related To Jacuzzi Consumers Master Account
Task ☒
Due Date 6/25/2014
Assigned To Deborah Nuanes
Last Modified Date/Time 6/25/2014 2:54 PM
Comments

Call

Name CHARLES HORN

JACUZZI006140

REV JACUZZI006240

APEN 1096

Related To **00224032**
 Task ☒
 Due Date **6/24/2014**
 Assigned To **Martin Guevara**
 Last Modified Date/Time **6/24/2014 3:12 PM**
 Comments **I had left a message last week on 06/19 to see if he was still having issues. I called back customer today and he is still not happy. Feels our product is still slippery and we should be the ones to add the non-slip material.**

Cases**00219364**

Contact Name **CHARLES HORN**
 Subject **27-7Maintenance wil service Buttons getting stuck**
 Priority **Medium**
 Date Opened **3/22/2014**
 Status **Closed**
 Owner **Deborah Nuanes**
 Description

00221382

Contact Name **CHARLES HORN**
 Subject **Service completed air hose to blower was loose. 27-7Maintenance wil service Blower sometimes comes on and has a hard time turning off**
 Priority **Medium**
 Date Opened **4/15/2014**
 Status **Closed**
 Owner **Deborah Nuanes**
 Description

00224032

Contact Name **CHARLES HORN**
 Subject **Customer fell in tub**
 Priority **Medium**
 Date Opened **5/14/2014**
 Status **Closed**
 Owner **Deborah Nuanes**
 Description

00235026

Contact Name **CHARLES HORN**
 Subject **Customer fell in tub**
 Priority **Medium**
 Date Opened **7/17/2014**
 Status **Closed**
 Owner **Kurt Bachmeyer**
 Description **Floor slipper/ Will have touchup Doc inspect because customer fell**

00237834

Contact Name **CHARLES HORN**
 Subject **Gap on the front of the tub**
 Priority **Medium**
 Date Opened **7/30/2014**
 Status **Closed**
 Owner **Deborah Nuanes**

JACUZZI006141

REV JACUZZI006241

Description **sending agent out to svxc****00403033**

Contact Name **CHARLES HORN**
 Subject **Warranty parts only. Buttons hard to push and getting stuck. Labor warranty ended 01/12/16.**
 Priority **Medium**
 Date Opened **10/19/2016**
 Status **Closed**
 Owner **Deborah Nuanes**

Customer called saying that the pure air is not working in his tub and he needs it fixed asap!
Customers info:

Charles Horn
33100 Holcomb Creek Dr.
Green Valley Lake, CA 92341

909-867-3745

Serial # BDHRVB

Date Completed: 01/27/14

Thank you,
Saul Desautel
Production Assistant

Description **[Hausner New Logo-1-2]**

1541 Parkway Loop, Suite E
Tustin, CA 92780
Phone: (714) 544-3100
Fax: (714) 544-6233

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Warranties

LW45 BDHRVB

Model **LW45959**
 Model Description *** Not Found ***
 Mfg Date **12/6/2013**
 Installation Date **1/24/2014**

Assets


LW45 BDHRVB

Serial Number **LW45 BDHRVB**
 Install Date **1/24/2014**
 Quantity
 Contact Name **CHARLES HORN**
 Status

JACUZZI006142

REV JACUZZI006242

APEN 1098

Competitor Asset 
Description

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003351

003351

JACUZZI006143
REV JACUZZI006243



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Christen manual

Account Name	Christen manual	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	7/31/2018	Contact Type	
Last Survey Sent	7/1/2018	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(337) 288-8041
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006144

REV JACUZZI006244

APEN 1100

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006145

REV JACUZZI006245

APEN 1101

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Email

System Information

Created By	Richard Vest, 6/26/2018 2:09 PM	Account Owner	Richard Vest
Last Modified By	Katie Gaita, 11/16/2018 3:50 PM	Billing Address	
Serial #		Shipping Address	
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Inbound Call on 6/26/2018 2:06 PM

Name

JACUZZI006146

REV JACUZZI006246

APEN 1102

Related To **Christen manual**
 Task ☒
 Due Date **6/26/2018**
 Assigned To **Richard Vest**
 Last Modified Date/Time **6/26/2018 2:12 PM**
 Comments
**Received a call from
on 6/26/2018**
Number: +1 (337) 288-8041 +1 (800) 288-4002

Cases**00619866**

Contact Name **Christen manual**
 Subject **walk in tub , slipping on bottom**
 Priority **Normal**
 Date Opened **6/26/2018**
 Status **Closed**
 Owner **Richard Vest**
 Description **3 years old tub , lady is slipping on floor
they have tried everything I suggested**

Person Account History**6/26/2018 2:09 PM**

User **Richard Vest**
 Action **Created.**

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JACUZZI006147

REV JACUZZI006247



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CLOVIS BALL

Account Name	CLOVIS BALL	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time		Contact Type	
Last Survey Sent		Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	8175261066
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006148

REV JACUZZI006248

APEN 1104

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 1412 WEDGEWOOD DR

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City CLEBURNE

Nearest Spa Service
Center Map Closest Spa Service Center

State TX

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 76033

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006149

REV JACUZZI006249

APEN 1105

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Email

System Information

Created By	Veltig, 11/30/2016 8:41 PM	Account Owner	No Reply
Last Modified By	Katie Gaita, 10/2/2018 10:45 PM	Billing Address	United States
Serial #	LW50 BDKF6G	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Cases

00249617

Contact Name **CLOVIS BALL**

JACUZZI006150

REV JACUZZI006250

APEN 1106

Subject	Needed to have extra grab bar installed
Priority	Medium
Date Opened	9/19/2014
Status	Closed
Owner	Regina Reyes
Description	Advised that she would need to speak with her dealer in regards tot the bar. Said she felt that the floor was too slippery.. Offered to send out a tech, but she said the peeks and valleys are present on the floor.. Wanted to talk to the dealer to see if the additional solid step is an doption. Leaving case open in case an inspection is needed

Warranties**LW50 BDKF6G**

Model	LW50958
Model Description	FS 5229 C LH SLN HTR SKT ALM
Mfg Date	8/13/2014
Installation Date	9/19/2014

Assets**LW50 BDKF6G**

Serial Number	LW50 BDKF6G
Install Date	9/19/2014
Quantity	
Contact Name	CLOVIS BALL
Status	
Competitor Asset	<input type="checkbox"/>
Description	

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JACUZZI006151

REV JACUZZI006251



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DALE KILBURN

Account Name	DALE KILBURN	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	3/28/2017	Contact Type	
Last Survey Sent	2/26/2017	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	7405673169
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006152

REV JACUZZI006252

APEN 1108

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 48752 LEWISVILLE NORTHERNROAD

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City LEWISVILLE

Nearest Spa Service
Center Map Closest Spa Service Center

State OH

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 43754

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006153

REV JACUZZI006253

APEN 1109

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Email

System Information

Created By	Veltig, 12/1/2016 3:20 AM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 3:12 AM	Billing Address	United States
Serial #	LW50 BDMZHB	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

inbound consumer

Name | DALE KILBURN

JACUZZI006154

REV JACUZZI006254

APEN 1110

Related To **00429261**
 Task ☒
 Due Date **2/22/2017**
 Assigned To **Christopher Alvarado**
 Last Modified Date/Time **2/22/2017 8:34 AM**
 Comments **Said faucet was not working still
 already received replacement
 referred to Huntington Brass for further troubleshooting**

Repair Details

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **5/25/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/25/2016 10:38 AM**
 Comments **Agent found
 - glue in the jet body
 - jet was not installed properly**

Outbound Consumer

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **5/25/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/25/2016 10:30 AM**
 Comments **Spoke to Dale
 - he confirmed service was completed
 - let him know that I will be sending him scents
 - delay in service**

Outbound Baker Services

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **5/25/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/25/2016 10:26 AM**
 Comments **Spoke to Scott
 Service completed
 - jet had glue inside nozzle
 - jet was not installed correctly**

Outbound Baker

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **5/10/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/10/2016 10:47 AM**
 Comments **Spoke to Scott
 - Service date 5/18**

Outbound The Tub People

Name **DALE KILBURN**

JACUZZI006155

REV JACUZZI006255

APEN 1111

Related To **00358683**
 Task ☒
 Due Date **4/20/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **4/20/2016 10:14 AM**
 Comments
 - LVM for Chris
 - following up on service date
 - when he will be contacting the consumer

Outbound Consumer

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **4/13/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **4/13/2016 8:14 AM**
 Comments
 Spoke to H/O Dale
 - had appointment but agent called to reschedule
 - still has not hear back for him
 - advise h/o that I will contact him to see what's going on

Outbound to customer

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **4/5/2016**
 Assigned To **Megan Davis**
 Last Modified Date/Time **4/5/2016 9:51 AM**
 Comments
 Spoke to customer advised tech will be calling him today to R/S

Outbound The Tub People

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **3/14/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **3/14/2016 10:25 AM**
 Comments
 LVM for Chris
 - advise you should of received parts on Friday
 - I emailed you your work order
 - call or email me a service date

Outbound Bryan Electric (listed)

Name **DALE KILBURN**
 Related To **00358683**
 Task ☒
 Due Date **3/3/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **3/3/2016 8:51 AM**
 Comments
 -Spoke to the temp
 - Will have the owner call me

Outbound Consumer

Name **DALE KILBURN**
 Related To **00358683**

JACUZZI006156

REV JACUZZI006256

APEN 1112

Task ☒
 Due Date **3/2/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **3/2/2016 3:06 PM**
 Comments
 - bottom right CMP V Jet inop
 - Faucet the diverter button sticks and the handle water barley comes out

Other

Name **DALE KILBURN**
 Related To
 Task ☒
 Due Date **10/6/2015**
 Assigned To **Dwayne Joyner**
 Last Modified Date/Time **10/6/2015 9:28 AM**
 Comments **Customer called back in to ask for the phone # to AITH**

2015-10-06 12:26:57

Name **DALE KILBURN**
 Related To
 Task ☒
 Due Date **10/6/2015**
 Assigned To **Dwayne Joyner**
 Last Modified Date/Time **10/6/2015 9:28 AM**
 Comments

2015-08-28 09:28:43

Name **DALE KILBURN**
 Related To
 Task ☒
 Due Date **8/28/2015**
 Assigned To **Martin Guevara**
 Last Modified Date/Time **8/28/2015 9:34 AM**
 Comments

Cases**00324131**

Contact Name **DALE KILBURN**
 Subject **slippery on bottom**
 Priority **Medium**
 Date Opened **8/28/2015**
 Status **Closed**
 Owner **Martin Guevara**
 Description
 customer not happy with the tub
 wants to return if possible
 him and his wife have trouble slipping
 says unit is too slippery even on seat area
 not satisfied at all

00333456

Contact Name **DALE KILBURN**
 Subject **WANT TO RETURN THE TUB**
 Priority **Medium**
 Date Opened **10/6/2015**
 Status **Closed**

JACUZZI006157

REV JACUZZI006257

Owner **Sonja Kelsie**
 Description **REFERRED TO ASHLEY DAVIDSON**

00358683

Contact Name **DALE KILBURN**
 Subject **CMP Jet had glue in thejet body and jet was not installed properly.**
 Priority **Medium**
 Date Opened **2/29/2016**
 Status **Closed**
 Owner **Deborah Nuanes**
 Description **1CMP V Jet bottom right not working and handheld water barley comes out/diverter stick**

00429261

Contact Name **DALE KILBURN**
 Subject **Trouble with diverter**
 Priority **Medium**
 Date Opened **2/21/2017**
 Status **Closed**
 Owner **Terrance Shumake**
 Description **Plumbing issue, possible install issue
 Referred to AITH**

Warranties**LW50 BDMZHB**

Model **LW50959**
 Model Description **FS 5229 C LH SLN HTR SKT071318**
 Mfg Date **7/28/2015**
 Installation Date **8/7/2015**

Assets**LW50 BDMZHB**

Serial Number **LW50 BDMZHB**
 Install Date **8/7/2015**
 Quantity
 Contact Name **DALE KILBURN**
 Status
 Competitor Asset ☐
 Description

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JACUZZI006158

REV JACUZZI006258



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DAVID & Debbie WILLIAMS

Account Name	DAVID & Debbie WILLIAMS	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	2/22/2019	Contact Type	
Last Survey Sent	1/23/2019	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	3098403045
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	(309) 840-3045
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006159

REV JACUZZI006259

APEN 1115

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 913 HIGHLAND AVE

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City PEKIN

Nearest Spa Service
Center Map Closest Spa Service Center

State IL

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 61554

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006160

REV JACUZZI006260

APEN 1116

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Email

System Information

Created By	Veltig, 11/30/2016 7:50 AM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 8:29 PM	Billing Address	United States
Serial #	LW45 BDF3RM	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Outbound Call on 2/19/2019 at 3:53 PM

Name

JACUZZI006161

REV JACUZZI006261

APEN 1117

Related To **DAVID & Debbie WILLIAMS**
 Task ☒
 Due Date **2/19/2019**
 Assigned To **Nailah Harris**
 Last Modified Date/Time **2/19/2019 4:04 PM**
 Comments **Placed a call to on 2/19/2019 at 3:53 PM.**
Number: +1 (309) 840-3045 +1 (800) 288-4002

Inbound Call on 1/28/2019 12:20 PM

Name
 Related To **DAVID & Debbie WILLIAMS**
 Task ☒
 Due Date **1/28/2019**
 Assigned To **Paige Miller**
 Last Modified Date/Time **1/28/2019 12:29 PM**
 Comments **Received a call from on 1/28/2019**
Number: +1 (309) 840-3045 +1 (800) 288-4002

Cases

00514322

Contact Name **DAVID & Debbie WILLIAMS**
 Subject **complaints**
 Priority **Medium**
 Date Opened **1/3/2018**
 Status **Closed**
 Owner **Paige Miller**
 Description **- customer not happy with tub
 - wants to trade this in as this is too big
 - this is also too slippery
 - light does not work
 -black flakes coming out of tub**

00833511

Contact Name **DAVID & Debbie WILLIAMS**
 Subject **floor mat**
 Priority **Normal**
 Date Opened **1/18/2019**
 Status **Closed**
 Owner **Abdiel Hernandez**
 Description **LT parts warranty
 Order number 250987**

00852086

Contact Name **DAVID & Debbie WILLIAMS**
 Subject **Bath Mats**
 Priority **Normal**
 Date Opened **2/20/2019**
 Status **Closed**
 Owner **Paige Miller**
 Description **Consumer called in stating that she wanted to purchase some bath mats for her mother's walk-in tub**
- 02/21/19 MMG - Consumer's daughter called back and wants to know what we are doing about the bath mat. I explained these are accessory and not a warranty item. She thought we were sending it out for free

JACUZZI006162

REV JACUZZI006262

APEN 1118

- sending mat out as a 1x courtesy. Gave her part number and referred to First Street if she wants to buy more.

00853738

Contact Name	DAVID & Debbie WILLIAMS
Subject	Bath Mat
Priority	Normal
Date Opened	2/22/2019
Status	Closed
Owner	Monique Gonzalez
Description	-Kahuna Grip mat -will see where can find and call back -wants to purchase more kahuna grip mats -will call back with info

Warranties

LW45 BDF3RM

Model	LW45959
Model Description	FS 5229 C RH SLN HTR SKT071318
Mfg Date	3/26/2013
Installation Date	4/5/2013

Assets

LW45 BDF3RM

Serial Number	LW45 BDF3RM
Install Date	4/5/2013
Quantity	
Contact Name	DAVID & Debbie WILLIAMS
Status	
Competitor Asset	<input type="checkbox"/>
Description	

Person Account History

1/28/2019 12:20 PM

User	Paige Miller
Action	Changed First Name from DAVID to DAVID & Debbie.

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JACUZZI006163

REV JACUZZI006263



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DELVINA & NORBERT POSCH

Account Name	DELVINA & NORBERT POSCH	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	5/11/2016	Contact Type	
Last Survey Sent	4/11/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	3165243836
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006164

REV JACUZZI006264

APEN 1120

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 6934 W 36TH ST S

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City WICHITA

Nearest Spa Service
Center Map Closest Spa Service Center

State KS

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 67215

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006165

REV JACUZZI006265

APEN 1121

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Email

System Information

Created By	Veltig, 12/1/2016 12:25 AM	Account Owner	No Reply
Last Modified By	Katie Gaita, 10/2/2018 9:24 PM	Billing Address	United States
Serial #	LW40 BDLV5F	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Transfer

Name	DELVINA & NORBERT POSCH
------	-------------------------

JACUZZI006166

REV JACUZZI006266

APEN 1122

Related To **Jacuzzi Consumers Master Account**
 Task ☒
 Due Date **4/6/2016**
 Assigned To **Richard Vest**
 Last Modified Date/Time **4/6/2016 2:06 PM**
 Comments **Debbie**

2016-04-06 14:05:13

Name **DELVINA & NORBERT POSCH**
 Related To
 Task ☒
 Due Date **4/6/2016**
 Assigned To **Richard Vest**
 Last Modified Date/Time **4/6/2016 2:06 PM**
 Comments

2015-11-05 12:32:43

Name **DELVINA & NORBERT POSCH**
 Related To
 Task ☒
 Due Date **11/5/2015**
 Assigned To **Porsche Smith**
 Last Modified Date/Time **11/5/2015 12:34 PM**
 Comments

Outbound Consumer

Name **DELVINA & NORBERT POSCH**
 Related To **00300728**
 Task ☒
 Due Date **5/14/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/14/2015 2:50 PM**
 Comments **On/Off control button
Hand held was put on wrong - Jeff installer**

2015-05-14 14:44:38

Name **DELVINA & NORBERT POSCH**
 Related To **00300728**
 Task ☒
 Due Date **5/14/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/14/2015 2:50 PM**
 Comments

Outbound Consumer

Name **DELVINA & NORBERT POSCH**
 Related To **00300728**
 Task ☒
 Due Date **5/13/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/13/2015 2:27 PM**
 Comments **Courtesy call to see how service went. LVM**

003375

003375

JACUZZI006167

REV JACUZZI006267

APEN 1123

Repair Details

Name **DELVINA & NORBERT POSCH**
 Related To **00300728**
 Task ☒
 Due Date **5/13/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/13/2015 2:24 PM**
 Comments **Replace the on/off assembly.**

Outbound Bath Tech

Name **DELVINA & NORBERT POSCH**
 Related To **00300728**
 Task ☒
 Due Date **5/13/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/13/2015 2:24 PM**
 Comments **Spoke to Brad. Replace the on/off assembly**

Inbound Consumer

Name **DELVINA & NORBERT POSCH**
 Related To **00300728**
 Task ☒
 Due Date **5/11/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/11/2015 9:11 AM**
 Comments **H/o called to advise me that our service provide has not call to coordinate service**

Inbound Consumer

Name **DELVINA & NORBERT POSCH**
 Related To **00300728**
 Task ☒
 Due Date **5/5/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **5/5/2015 2:23 PM**
 Comments **H/O return my call. She confirmed that the WP motor will not shut off. Advise her who will be going out to service the tub**

Transfer

Name **DELVINA & NORBERT POSCH**
 Related To **Jacuzzi Consumers Master Account**
 Task ☒
 Due Date **5/5/2015**
 Assigned To **Richard Vest**
 Last Modified Date/Time **5/5/2015 2:19 PM**
 Comments **Debbie**

2015-05-05 14:18:26

Name **DELVINA & NORBERT POSCH**
 Related To
 Task ☒
 Due Date **5/5/2015**
 Assigned To **Richard Vest**
 Last Modified Date/Time **5/5/2015 2:19 PM**

JACUZZI006168

REV JACUZZI006268

APEN 1124

Comments

Outbound consumer

Name	DELVINA & NORBERT POSCH
Related To	00300728
Task	<input checked="" type="checkbox"/>
Due Date	5/5/2015
Assigned To	Yvette Maldonado
Last Modified Date/Time	5/5/2015 9:06 AM
Comments	Could not leave a message phone rang and rang

Cases**00300728**

Contact Name	DELVINA & NORBERT POSCH
Subject	Replace the on/off assembly. Jets will not turn off.
Priority	Medium
Date Opened	4/28/2015
Status	Closed
Owner	Deborah Nuanes
	Hello Jacuzzi team,
	 These customers called and said that the jets turned on and now they can't get them to turn off. They had to flip the breaker to get the tub to shut off. We need to get a tech out for this repair, can you please open a claim? Thank you.
	 Posch, Delvina & Norbert
	6934 W 36th St S
	Wichita, KS 67215
Description	(316)524-3836
	Install date: 4/22/2015
	Serial #: BDLV5F
	 Best Regards,
	 Christina Ruggera
	Project Coordinator
	(303)317-2972

00366040

Contact Name	DELVINA & NORBERT POSCH
Subject	Refer to AITHR - Wanted an extra grab bar and non slip mat
Priority	Medium
Date Opened	4/6/2016
Status	Closed
Owner	Deborah Nuanes

JACUZZI006169

REV JACUZZI006269

APEN 1125

Description | **Consumer called in asking if we can installed an extra grab bar and a non slip matt.**
Refer her to call AITHR .

Warranties**LW40 BDLV5F**

Model | **LW40959**
Model Description | **FS 5229 LH WP HTR SKT WH071318**
Mfg Date | **3/10/2015**
Installation Date | **4/22/2015**

Assets**LW40 BDLV5F**

Serial Number | **LW40 BDLV5F**
Install Date | **4/22/2015**
Quantity |
Contact Name | **DELVINA & NORBERT POSCH**
Status |
Competitor Asset | ☐
Description |

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JACUZZI006170
REV JACUZZI006270



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doris Celentano

Account Name	doris Celentano	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	12/25/2015	Contact Type	
Last Survey Sent	11/25/2015	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(973) 714-8878
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006171

REV JACUZZI006271

APEN 1127

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

United States

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006172

REV JACUZZI006272

APEN 1128

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Email

System Information

Created By	Veltig, 11/30/2016 11:04 PM	Account Owner	Megan Davis
Last Modified By	Katie Gaita, 10/2/2018 9:55 PM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History


2015-11-20 10:29:27

Name | doris Celentano

JACUZZI006173

REV JACUZZI006273

APEN 1129

Related To
 Task 
 Due Date **11/20/2015**
 Assigned To **Megan Davis**
 Last Modified Date/Time **11/20/2015 10:37 AM**
 Comments

Cases

00341596

Contact Name **doris Celentano**
 Subject **Walk int tub safty concerns**
 Priority **Medium**
 Date Opened **11/20/2015**
 Status **Closed**
 Owner **Megan Davis**
 Description **concerned because she cannot get into the tub and close the door without sitting.**
- finds floor is slipper
- ref to dealer for slip
- water cannot be turned on while sitting,
- she is 4" 120 lbs

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JACUZZI006174

REV JACUZZI006274



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HERMINIO BALLIO

Account Name	HERMINIO BALLIO	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	9/22/2016	Contact Type	
Last Survey Sent	8/23/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	9402291877
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email	hymietaz@outlook.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006175

REV JACUZZI006275

APEN 1131

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error Emails ☐Receive SmartTub
Reminder Emails ☐

SmartTub InformationIoT Contact ☐Pardot URL [http://pi.pardot.com/prospect/read?
id=10288198](http://pi.pardot.com/prospect/read?id=10288198)App Push Opt Out ☐

Pardot ID 10288198

Terms of Service Opt
Out ☐

IoT Owner Id

Address Information

Address 1 119 WEST UNION ST

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City JACKSBORO

Nearest Spa Service
Center Map Closest Spa Service Center

State TX

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 76458

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create DateFrom Converted Lead ☐

Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing CloudIsAccountMKGConnector ☐

JACUZZI006176

REV JACUZZI006276

APEN 1132

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System Information

Created By	Veltig, 11/30/2016 5:32 PM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 5:26 AM	Billing Address	United States
Serial #	LW50 BDQMMK	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Cases

00391224

Contact Name | HERMINIO BALLIO

JACUZZI006177

REV JACUZZI006277

APEN 1133

Subject	tub is slippery at bottom
Priority	Medium
Date Opened	8/18/2016
Status	Closed
Owner	Martin Guevara
Description	just had tub installed wife is handicapped and slips easily wants to know what to do seat slippery too

Warranties**LW50 BDQMMK**

Model	LW50958
Model Description	FS 5229 C LH SLN HTR SKT071318
Mfg Date	7/16/2016
Installation Date	8/18/2016

Assets**LW50 BDQMMK**

Serial Number	LW50 BDQMMK
Install Date	8/18/2016
Quantity	
Contact Name	HERMINIO BALLIO
Status	
Competitor Asset	<input type="checkbox"/>
Description	

003386

003386

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JACUZZI006178

REV JACUZZI006278



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JEAN TARBUTTON

Account Name	JEAN TARBUTTON	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time		Contact Type	
Last Survey Sent		Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	jtar1027@embarqmail.com
Event		Warranty Phone#	(254) 947-5127
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006179

REV JACUZZI006279

APEN 1135

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 1215 MILL CREEK DR

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City SALADO

Nearest Spa Service
Center Map Closest Spa Service Center

State TX

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 76571

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006180

REV JACUZZI006280

APEN 1136

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Email

System Information

Created By	Veltig, 11/30/2016 9:26 AM	Account Owner	No Reply
Last Modified By	Veltig, 12/14/2016 10:31 PM	Billing Address	United States
Serial #	LW45 BDJHV7	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

2015-07-28 16:27:27

Name | JEAN TARBUTTON

JACUZZI006181

REV JACUZZI006281

APEN 1137

Related To **LW45 BDJHV7**
 Task ☒
 Due Date **7/28/2015**
 Assigned To **Sonja Kelsie**
 Last Modified Date/Time **7/28/2015 1:30 PM**
 Comments

Cases**00318150**

Contact Name **JEAN TARBUTTON**
 Subject **INQUIRED OF THE PRODUCT PUT AT THE BOTTOM OF THE TUB BY THE DEALER**
 Priority **Medium**
 Date Opened **7/28/2015**
 Status **Closed**
 Owner **Sonja Kelsie**
 Description **H/O STATED AITH SENT SOMEONE OUT WHEN HE REPORTED THE FLOOR WAS SLIPPERY TO PUT SOME PRODUCT ON THE FLOORING OF THE TUB - IT HAS WORKED - BUT HAS LEFT A STAIN AT THE BOTTOM OF THE TUB AND NEED IT LOOK AT OR A RECOMMENDED CLEANER TO REMOVE THE STAIN - REF BACK TO ASHLEY DAVIDSON FOR ASSISTANCE**

Warranties**LW45 BDJHV7**

Model **LW45**
 Model Description **FS 5229 C RH SLN HTR SKT WHT**
 Mfg Date **3/26/2014**
 Installation Date **4/9/2014**

Assets**LW45 BDJHV7**

Serial Number **LW45 BDJHV7**
 Install Date **4/9/2014**
 Quantity
 Contact Name **JEAN TARBUTTON**
 Status
 Competitor Asset ☐
 Description

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JACUZZI006182

REV JACUZZI006282



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Jinnie Young

Name	Jinnie Young	Contact Record Type	Customer
Title		Contact Owner	Deborah Nuanes
Email	jinnie@communitybuildersinc.com	Phone	(918) 836-5055
TS Email Opt Out	<input type="checkbox"/>	Mobile	
Brand		TS Mobile	
Contact Preference		TS SMS Opt In	<input type="checkbox"/>
Declined to provide Email	<input type="checkbox"/>	Home Phone	
Account Name	Firststreet Boomers & Beyond	Other Phone	
Contact Type		Do Not Call	<input type="checkbox"/>
Inactive	<input type="checkbox"/>	Fax	
		Fax Opt Out	<input type="checkbox"/>

Address Information

Mailing Address	United States	Other Address	United States
Nearest Spa Service Center	Map Closest Spa Service Center		
Nearest Bath Service Center	Map Closest Bath Service Center		
Nearest D1 ISP Map	Map Closest ISP (D1)		

IoT Email Settings for Customer

Receive SmartTub Dealer Summary Report	<input type="checkbox"/>	Pardot URL	http://pi.pardot.com/prospect/read?id=11250331
Receive SmartTub Dealer Detailed Report	<input type="checkbox"/>	Email Opt Out	<input type="checkbox"/>

Opportunity Email Settings for Customer

Receive Dealer Opportunity Emails	<input type="checkbox"/>
Sales Email	

Training

Jacuzzi Training Type		Sundance Training Type	
Jacuzzi Training Status		Sundance Training Status	
Jacuzzi Training Date		Sundance Training Date	
Jacuzzi Training First Warning Sent	<input type="checkbox"/>	Sundance Training First Warning Sent	<input type="checkbox"/>

JACUZZI006183

REV JACUZZI006283

APEN 1139

Jacuzzi Training ☐
Second Warning Sent

Jacuzzi Training Final ☐
Warning Sent

Sundance Training ☐
Second Warning Sent

Sundance Training ☐
Final Warning Sent

System Information

Created By Deborah Nuanes, 8/24/2016 1:05 PM

Last Modified By Rollup Helper, 6/14/2019 10:51 PM

Related Accounts

Firststreet Boomers & Beyond

Direct ☒

Roles

KBM Number 40-70001017

Shipping Address 1998 RUFFIN MILL ROAD COLONIAL
HEIGHTS, Virginia 23834 United States

Cases

00409762

Subject Plumbing issue. Leaking under tub when faucet is not on. Installer needs to address.

Priority Medium

Date/Time Opened 11/18/2016 12:45 PM

Status Closed

Owner Deborah Nuanes

Date of Contract: 04/22/2016

Date of Installation: 07/06/2016

Frank & Helen Armstrong
7510 SW Delta Ave
Lawton, OK 73506
Ph: 580.583.2772

Good Afternoon,

The customer states water is leaking underneath their tub. I spoke with Mrs. Armstrong and she states the water is leaking when the faucet is not on.

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269
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00410697

Subject NMDF - Faucet issue.

JACUZZI006184

REV JACUZZI006284

APEN 1140

Priority **Medium**
 Date/Time Opened **11/23/2016 2:56 PM**
 Status **Closed**
 Owner **Deborah Nuanes**
 Contract Date: 11/9/2012
 Installation Date: 12/14/2012

Carolyn Austin
 419 W. Sycamore
 Coweta, OK 74429
 Ph: 918.486.4487

Good Day,

The customer states their faucet started leaking a couple of weeks ago, and it won't stop dripping even after they turn off the knob. I spoke with the installer and he states that the faucet may need to be replaced and request one be ordered. Please let me know...

Thanks!

Description Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269

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00412444

Subject **Wanted contact info for Huntington Brass for warranty parts. Handles on faucets are peeling.**
 Priority **Medium**
 Date/Time Opened **12/2/2016 12:50 PM**
 Status **Closed**
 Owner **Deborah Nuanes**
 Description Contract Date: June 27, 2013
 Installation Date: September 20th, 2013

Dennis & Ida Mullins
 13639 S 286th E Ave
 Coweta, OK 74429
 Ph: 918-760-0374

Good Afternoon,

The customer called in to advise the chrome on the handles inside the tub is coming off. Please advise the part number and what the part is called so I can order it through Huntington Brass.

Thanks!

Jinnie Young
 Service Center Agent

JACUZZI006185

REV JACUZZI006285

APEN 1141

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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00416301

Subject Hot water handle came off. Community Builders Inc./Hales, D./Serial# BDGLNH...
 Priority Medium
 Date/Time Opened 12/21/2016 7:24 AM
 Status Closed
 Owner Deborah Nuanes
 Contract Date: 06/13/2013
 Installation Date: 07/02/2013

Doris Hales
 1016 Moraine
 Midwest City, OK 73130
 Ph: 405.737.2791

Good Morning,

The customer's hot water handle has come off and cannot get it to re-attach. Please provide the information needed to order this part through Huntington Brass. Thanks!

Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269
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00422287

Subject Recomendated Kahuna Grip - Floor is slippery
 Priority Medium

JACUZZI006186

REV JACUZZI006286

APEN 1142

Date/Time Opened **1/20/2017 1:42 PM**
 Status **Closed**
 Owner **Christopher Alvarado**

Maile Good
717 4th St
Elmer, OK 73539
Ph: 580.687.4443

Contract Date: March 3rd, 2016
Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Description **Jinnie Young**
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269

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00425777

Subject **Community Builders Inc./ Henderson, Davey/ Serial# BDNJYV...**
 Priority **Medium**
 Date/Time Opened **2/6/2017 6:12 AM**
 Status **Closed**
 Owner **Megan Davis**

Description **Davey & Lyndell Henderson**
18804 E Gumm Creek Pl
Park Hill, OK 74451
Ph: 918.457.7979

Sales Date: 08/20/2015
Installation Date: 10/24/2015

Good Morning,

Per our installer we need to order a mixing valve for this customer, there's an issue with the hot water valve, customer is unable to get any hot water...

Thanks!

Jinnie Young
Service Center Agent
Community Builders Inc

JACUZZI006187

REV JACUZZI006287

APEN 1143

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00426352

Subject **Community Builders Inc./ Achenbach, Jeanne/ Serial# BDK12S...**
Priority **Medium**
Date/Time Opened **2/7/2017 1:48 PM**
Status **Closed**
Owner **Megan Davis**

Jeanne Achenbach
2501 N Geraldine Ave
Oklahoma City, OK 73107
Ph: 405.812.0009

Sales Date: 11/15/2014
Installation Date: 12/05/2014

Good Day,

The customer states the two front whirlpool adjusters came off. The customer has offered pics, please see the attachment. Please let me know how we can assist the customer...

Thanks!

Description Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129

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00427269

JACUZZI006188

REV JACUZZI006288

APEN 1144

Subject **Community Builders Inc./Maxwell, Thomas/Serial# BDQ008...**
 Priority **Medium**
 Date/Time Opened **2/10/2017 1:45 PM**
 Status **Closed**
 Owner **Megan Davis**

Thomas & Janice Maxwell
2933 Middlesex Dr
Oklahoma City, OK 73120
Ph: 405.535.6296

Contract Date: 08/22/2016
Installation Date: 09/28/2016

Good Day,

I need to order a Universal Teak Shower Seat 18", the screws on the current teak bench is coming loose causing the flats to move when sitting.

Thank You

Description **Jinnie Young**
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129

Office: (918) 836-5055
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00427863

Subject **Dup see 00426223**
 Priority **Medium**
 Date/Time Opened **2/14/2017 9:19 AM**
 Status **Closed**
 Owner **Megan Davis**

Description **Good Day,**

The customer called in yesterday checking the status of their repair. Not showing I received a response to this email yet, please advise when you get a chance... Thanks!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
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JACUZZI006189

REV JACUZZI006289

APEN 1145

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<https://www.instagram.com/community.builders.inc/>

From: jinnie@communitybuildersinc.com [mailto:jinnie@communitybuildersinc.com]
Sent: Tuesday, February 7, 2017 10:58 AM
To: 'FirstStreet Support' <firststreetsupport@jacuzzi.com>
Cc: jinnie@communitybuildersinc.com
Subject: Community Builders Inc./ Grapes, Roger/ Serial# BDHRJV...

Roger & Mary Grapes
Rt 1 Box 1750
Ringwood, OK 73768
Ph: 580.554.9290

Sales Date: 11/21/13
Installation Date: 12/10/13

Good Morning,

The customer states plastic film seems to be peeling back on tub and the chrome is peeling off the handle, there are tiny cracks along the outside of the jacuzzi tub. Please advise how we can assist the customer.

Thanks!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269

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<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>[https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg]
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Activity History

Inbound Call - Customer

Related To	00426352
Task	<input checked="" type="checkbox"/>
Due Date	3/3/2017
Assigned To	Steven Barton
Last Modified Date/Time	3/3/2017 11:46 AM
Comments	Customer advised that she wanted to speak with Megan D. Advised her that Megan is in a meeting, but has advised that she will be calling her later today. I also advised her that it has been determined that her tub is out of warranty. However, because of the long delays, Megan will be calling her today to schedule a service call. She understood.

Email: RE: Community Builders Inc./ Achenbach, Jeanne/ Serial# BDK12S... [ref:_00DG0kX3r_500G01AGdGK:ref]

Related To	00426352
Task	<input checked="" type="checkbox"/>
Due Date	2/21/2017
Assigned To	Megan Davis

JACUZZI006190

REV JACUZZI006290

APEN 1146

Last Modified Date/Time 2/21/2017 10:38 AM

Comments Additional To: jinnie@communitybuildersinc.com; dwayne.joyner@jacuzzi.com
CC:
BCC: megan.davis@jacuzzi.com
Attachment:

Subject: RE: Community Builders Inc./ Achenbach, Jeanne/ Serial# BDK12S... [ref:_00DG0kX3r_500G01AGdGK:ref]

Body:

Hello Jinnie,

These jets are supposed to look like this. They are the spinning jets located in the foot-well of the tub.

No servcie is needed. Please advise the customers that these are the spinner jets.

thank you,
Megan

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

From: [jinnie@communitybuildersinc.com]

Sent: 2/7/2017 1:48 PM

To: dwayne.joyner@jacuzzi.com; firststreetsupport@jacuzzi.com

Cc: jinnie@communitybuildersinc.com

Subject: Community Builders Inc./ Achenbach, Jeanne/ Serial# BDK12S...

Jeanne Achenbach
2501 N Geraldine Ave
Oklahoma City, OK 73107
Ph: 405.812.0009

Sales Date: 11/15/2014
Installation Date: 12/05/2014

Good Day,

The customer states the two front whirlpool adjusters came off. The customer has offered pics, please see the attachment. Please let me know how we can assist the customer...

Thanks!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269

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[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png]
<<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>>[<https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg>]
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Megan Davis
Customer Service Supervisor

www.jacuzzi.com

JACUZZI006191

REV JACUZZI006291


APEN 1147

14525 Monte Vista Avenue / Chino, CA 91710
800-288-4002 (o) 909.247-2551 (f)

Office hours: 8:00am -5:00pm Ct.

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ref:_00DG0kX3r_500G01AGdGK:ref

Email: RE: Community Builders Inc./Maxwell, Thomas/Serial# BDQ008... [ref:_00DG0kX3r_500G01AHEZq:ref]

Related To 00427269
Task 
Due Date 2/21/2017
Assigned To Megan Davis
Last Modified Date/Time 2/21/2017 10:06 AM
Comments Additional To: jinnie@communitybuildersinc.com
CC:
BCC: megan.davis@jacuzzi.com
Attachment:

Subject: RE: Community Builders Inc./Maxwell, Thomas/Serial# BDQ008... [ref:_00DG0kX3r_500G01AHEZq:ref]

Body:

Hello Jamie,

The shower seat is actually an accessorie item and is only covered by the 90 day warranty. As a goodwill gesture, I will order a new seat and have it shipped to the consumer.

Thank you,
Megan

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

From: [jinnie@communitybuildersinc.com]

Sent: 2/10/2017 1:41 PM

To: firststreetsupport@jacuzzi.com

Cc: jinnie@communitybuildersinc.com

Subject: Community Builders Inc./Maxwell, Thomas/Serial# BDQ008...

Thomas & Janice Maxwell
2933 Middlesex Dr
Oklahoma City, OK 73120
Ph: 405.535.6296

Contract Date: 08/22/2016
Installation Date: 09/28/2016

Good Day,

I need to order a Universal Teak Shower Seat 18", the screws on the current teak bench is coming loose causing the flats to move when sitting. The order number is 223444 .

Thank You

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269

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JACUZZI006192

REV JACUZZI006292

APEN 1148

[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png]
 <<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>>[<https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg>]
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Megan Davis
 Customer Service Supervisor

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 ref:_00DG0kX3r._500G01AHEZq:ref

Email: RE: Community Builders Inc./ Henderson, Davey/ Serial# BDNJYV... [ref:_00DG0kX3r._500G01AGFcr:ref]

Related To **00425777**
 Task ☒
 Due Date **2/16/2017**
 Assigned To **Megan Davis**
 Last Modified Date/Time **2/16/2017 2:25 PM**
 Comments **Additional To: jinnie@communitybuildersinc.com**
CC:
BCC: megan.davis@jacuzzi.com
Attachment:

Subject: RE: Community Builders Inc./ Henderson, Davey/ Serial# BDNJYV... [ref:_00DG0kX3r._500G01AGFcr:ref]
Body:
 Hello Jinnie,
 the parts are on order. The reference number is 223353

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

From: [jinnie@communitybuildersinc.com]
Sent: 2/6/2017 6:12 AM
To: firststreetsupport@jacuzzi.com
Cc: jinnie@communitybuildersinc.com
Subject: Community Builders Inc./ Henderson, Davey/ Serial# BDNJYV...

Davey & Lyndell Henderson
 18804 E Gumm Creek Pl
 Park Hill, OK 74451
 Ph: 918.457.7979

Sales Date: 08/20/2015
Installation Date: 10/24/2015

Good Morning,

Per our installer we need to order a mixing valve for this customer, there's an issue with the hot

JACUZZI006193

REV JACUZZI006293

APEN 1149

water valve, customer is unable to get any hot water...

Thanks!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
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Megan Davis
Customer Service Supervisor

www.jacuzzi.com
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ref:_00DG0kX3r._500G01AGFcr:ref

Email: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r._500G018jOuN:ref]

Related To 00422287

Task ☒

Due Date 1/23/2017

Assigned To Christopher Alvarado

Last Modified Date/Time 1/23/2017 2:57 PM

Comments Additional To: jinnie@communitybuildersinc.com

CC:

BCC:

Attachment:

Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r._500G018jOuN:ref]

Body:

Hi,

The information is correct, you would contact First Street to order this product. The consumer would not order this on Amazon. Please let me know if you need any further information on this product.

Thank you,
Chris Alvarado

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

JACUZZI006194

REV JACUZZI006294

APEN 1150

From: [jinnie@communitybuildersinc.com]
 Sent: 1/23/2017 2:50 PM
 To: firststreetsupport@jacuzzi.com
 Cc: christopher.alvarado@jacuzzi.com
 Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Good Day,

Please don't tell the customer this, because that information is incorrect, no one in my office nor the installers have ever ordered this Kahuna Grip. Is this something that is ordered from Amazon?

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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

From: FirstStreet Support [mailto:firststreetsupport@jacuzzi.com]
 Sent: Monday, January 23, 2017 4:15 PM
 To: jinnie@communitybuildersinc.com
 Cc: christopher.alvarado@jacuzzi.com
 Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... []

Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

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

From: [jinnie@communitybuildersinc.com]
 Sent: 1/20/2017 1:42 PM
 To: firststreetsupport@jacuzzi.com<mailto:firststreetsupport@jacuzzi.com>
 Cc: jinnie@communitybuildersinc.com<mailto:jinnie@communitybuildersinc.com>
 Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good

717 4th St

JACUZZI006195

REV JACUZZI006295

APEN 1151

Elmer, OK 73539

Ph: 580.687.4443

Contract Date: March 3rd, 2016

Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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Christopher Alvarado

Consumer Service Representative

Phone: (800) 288-4002 ext. 73509

JACUZZI006196

REV JACUZZI006296

APEN 1152

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Christopher Alvarado
Consumer Service Representative
Phone: (800) 288-4002 ext. 73509
ref:_00DG0kX3r_500G018jOuN:ref

outbound consumer

Related To **00422287**

Task ☒

Due Date **1/23/2017**

Assigned To **Christopher Alvarado**

Last Modified Date/Time **1/23/2017 2:17 PM**

Comments **let them know they can order Kahuna Grip**

Email: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Related To **00422287**

Task ☒

Due Date **1/23/2017**

Assigned To **Christopher Alvarado**

Last Modified Date/Time **1/23/2017 2:14 PM**

Comments **Additional To: jinnie@communitybuildersinc.com**

CC: christopher.alvarado@jacuzzi.com

BCC:

Attachment:

Subject: RE: Community Builders Inc/Good, Maile/Serial# BDPV12... [ref:_00DG0kX3r_500G018jOuN:ref]

Body:

Hi Jinnie,

The consumer can actually order through you, a product called Kahuna Grip. This will help with the floor feeling slippery. I will also call the consumer and let them know to contact you to order this additional product and get it installed at a cost. This would not be a warranty issue. Thank you.

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

From: [jinnie@communitybuildersinc.com]

Sent: 1/20/2017 1:42 PM

To: firststreetsupport@jacuzzi.com

Cc: jinnie@communitybuildersinc.com

Subject: Community Builders Inc/Good, Maile/Serial# BDPV12...

Maile Good

717 4th St

Elmer, OK 73539

Ph: 580.687.4443

Contract Date: March 3rd, 2016

Installation Date: June 2nd, 2016

Good Day,

The customer states the tub is extremely slippery when she allows the water to drain completely, because the bottom is slipper, she broke her tub on the drainer. Do you have any suggestions the customer can use to avoid the slippery feeling in the tub?

Thanks!

Jinnie Young

JACUZZI006197

REV JACUZZI006297

APEN 1153

Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269

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Christopher Alvarado
 Consumer Service Representative
 Phone: (800) 288-4002 ext. 73509
 ref:_00DG0kX3r_500G018jOuN:ref

Email: RE: Community Builders Inc/Jones, D./Serial# BDGZ30... [ref:_00DG0kX3r_500G018hoxQ:ref]

Related To 00420256

Task ☒

Due Date 1/13/2017

Assigned To Christopher Alvarado

Last Modified Date/Time 1/13/2017 12:44 PM

Comments Additional To: jinnie@communitybuildersinc.com
 CC: christopher.alvarado@jacuzzi.com
 BCC:
 Attachment:

Subject: RE: Community Builders Inc/Jones, D./Serial# BDGZ30... [ref:_00DG0kX3r_500G018hoxQ:ref]

Body:

Hi,

So the handle where the chrome is peeling is the handles on the faucet correct?

Thank you,
 Chris Alvarado

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

From: [jinnie@communitybuildersinc.com]

Sent: 1/13/2017 11:48 AM

To: firststreetsupport@jacuzzi.com

Cc: christopher.alvarado@jacuzzi.com

Subject: RE: Community Builders Inc/Jones, D./Serial# BDGZ30... []

Good Day,

The customer is referring to the diverter lever...

Thanks

Jinnie Young

JACUZZI006198

REV JACUZZI006298

APEN 1154

Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269

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

From: FirstStreet Support [mailto:firststreetsupport@jacuzzi.com]
 Sent: Friday, January 13, 2017 12:24 PM
 To: jinnie@communitybuildersinc.com
 Cc: christopher.alvarado@jacuzzi.com
 Subject: RE: Community Builders Inc/Jones, D./Serial# BDGZ30... []

Hi,

The faucet that they have will be 85740 and that is the 4pc Roman tub filler. Can you please confirm what handle you are referring to?

Thank you,
 Chris Alvarado

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

From: [jinnie@communitybuildersinc.com]
 Sent: 1/12/2017 8:41 AM
 To: firststreetsupport@jacuzzi.com<mailto:firststreetsupport@jacuzzi.com>
 Cc: jinnie@communitybuildersinc.com<mailto:jinnie@communitybuildersinc.com>
 Subject: Community Builders Inc/Jones, D./Serial# BDGZ30...

Darwin & Dora Jones
 700 N 18th St
 Frederick, OK 73542
 Ph: 580.335.1900

Contract Date: August 15th, 2013
 Installation Date: August 24th, 2013

JACUZZI006199

REV JACUZZI006299

APEN 1155

Good Morning,

The customer is stating they have to run the shower and bath at the same time, the lever will not separate it. Also the chrome is coming off the handles, what type of handles would have with this model and I will get with Huntington Brass...

Thanks!

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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Christopher Alvarado

Consumer Service Representative

Phone: (800) 288-4002 ext. 73509

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Christopher Alvarado
Consumer Service Representative
Phone: (800) 288-4002 ext. 73509
ref:_00DG0kX3r_500G018hoxQ:ref

JACUZZI006200

REV JACUZZI006300

APEN 1156

Email: RE: Community Builders Inc/Jones, D./Serial# BDGZ30... [ref:_00DG0kX3r_500G018hoxQ:ref]

Related To 00420256

Task ☒

Due Date 1/13/2017

Assigned To Christopher Alvarado

Last Modified Date/Time 1/13/2017 10:24 AM

Comments Additional To: jinnie@communitybuildersinc.com

CC: christopher.alvarado@jacuzzi.com

BCC:

Attachment:

Subject: RE: Community Builders Inc/Jones, D./Serial# BDGZ30... [ref:_00DG0kX3r_500G018hoxQ:ref]

Body:

Hi,

The faucet that they have will be 85740 and that is the 4pc Roman tub filler. Can you please confirm what handle you are referring to?

Thank you,
Chris Alvarado

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

From: [jinnie@communitybuildersinc.com]

Sent: 1/12/2017 8:41 AM

To: firststreetsupport@jacuzzi.com

Cc: jinnie@communitybuildersinc.com

Subject: Community Builders Inc/Jones, D./Serial# BDGZ30...

Darwin & Dora Jones

700 N 18th St

Frederick, OK 73542

Ph: 580.335.1900

Contract Date: August 15th, 2013

Installation Date: August 24th, 2013

Good Morning,

The customer is stating they have to run the shower and bath at the same time, the leaver will not separate it. Also the chrome is coming off the handles, what type of handles would have with this model and I will get with Huntington Brass...

Thanks!

Jinnie Young

Service Center Agent

Community Builders Inc

8220 E. Skelly Dr.

Tulsa, OK 74129

Office: (918) 836-5055

Fax: (918) 836-8269

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[<https://selfservice.niwater.com/Content/lmg/twitterlcon.png>]<https://twitter.com/cbi_tulsa>

[http://i1227.photobucket.com/albums/ee440/paulaxure/ForumPostbit/linkedin-icon_30x30.png]

<<https://www.linkedin.com/company/community-builders-inc.?trk=biz-companies-cym>>[<https://s-media-cache-ak0.pinimg.com/236x/a0/b3/0b/a0b30b7b751b30961fd4667b9c68b2ac.jpg>]

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JACUZZI006201

REV JACUZZI006301

APEN 1157

the absence of viruses. We accept no liability and suggest that you carry out your own virus checks.

Christopher Alvarado
Consumer Service Representative
Phone: (800) 288-4002 ext. 73509
ref:_00DG0kX3r_500G018hoxQ:ref

Outbound Consumer

Related To **00410509**

Task ☒

Due Date **11/23/2016**

Assigned To **Deborah Nuanes**

Last Modified Date/Time **11/23/2016 11:50 AM**

Comments
- Unable to reach anyone
- left VM

Email: RE: Community Builders Inc./Armstrong, F./Serial #BDP6WJ... [ref:_00DG0kX3r_500G016Xsba:ref]

Related To **00409762**

Task ☒

Due Date **11/23/2016**

Assigned To **Deborah Nuanes**

Last Modified Date/Time **11/23/2016 10:37 AM**

Comments
Additional To: jinnie@communitybuildersinc.com
CC:
BCC: deborah.nuanes@jacuzzi.com
Attachment:

Subject: RE: Community Builders Inc./Armstrong, F./Serial #BDP6WJ... [ref:_00DG0kX3r_500G016Xsba:ref]

Body:

Hello Jinnie,

If the unit is leaking at the faucet when not in use, that will be a plumbing issue. Unfortunately we do not warranty or service the faucet or plumbing. You will need to send your installer or a plumber. Please let me know if you have any question or concerns.

If parts are needed you will need to contact Huntington Brass.

Ken Lin @ kenneth@huntingtonbrass.com

They will need:

Consumer name

Address

City, State & zip

Phone Number

Serial number

Installed Date

Consumer has:

12720-01 - 2 piece Roman Tub Filler with hand shower

Nature of the Problem: ???

Thank you,
Debbie

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

From: [jinnie@communitybuildersinc.com]

Sent: 11/18/2016 12:44 PM

To: firststreetsupport@jacuzzi.com

JACUZZI006202

REV JACUZZI006302

APEN 1158

Cc: jinnie@communitybuildersinc.com
 Subject: Community Builders Inc./Armstrong, F./Serial #BDP6WJ...

Date of Contract: 04/22/2016
 Date of Installation: 07/06/2016

Frank & Helen Armstrong
 7510 SW Delta Ave
 Lawton, OK 73506
 Ph: 580.583.2772

Good Afternoon,

The customer states water is leaking underneath their tub. I spoke with Mrs. Armstrong and she states the water is leaking when the faucet is not on.

Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269
[\[http://www.hotelscoiattolo.com/images/btn/fb.png\]](http://www.hotelscoiattolo.com/images/btn/fb.png)<<https://www.facebook.com/cbitulsa2016/>>
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Debbie Nuanes
 Consumer Relations, Aging in Place
 Jacuzzi
 14525 Monte Vista, Chino CA 91710
 800.288.4002 (o) 866.588.0922 (f)
deborah.nuanes@jacuzzi.com

Reminder, the 2016 Holiday closure for our office will close:
 Holiday Day Date
 Thanksgiving Day Thursday November 24th
 Day After Thanksgiving Day Friday November 25th

Our office will close at noon on the following date:
 Wednesday, November 23rd

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 ref:_00DG0kX3r._500G016Xsba:ref

Outbound Consumer

Related To 00394774

Task ☒

Due Date 9/14/2016

JACUZZI006203

REV JACUZZI006303

APEN 1159

Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/14/2016 2:19 PM**
 Comments **LVM - Following up to see if service is still needed.**

Outbound Consumer

Related To **00394772**
 Task ☒
 Due Date **9/14/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/14/2016 2:15 PM**
 Comments **Spoke to H/o**
- her husband had to reset breaker
- no service needed
- installed 01/2016

Outbound Consumer

Related To **00394774**
 Task ☒
 Due Date **9/12/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/12/2016 3:22 PM**
 Comments **LVM**
- to acknowledge issue and go over
- need purchase date to register the unit

Outbound Consumer

Related To **00394772**
 Task ☒
 Due Date **9/12/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/12/2016 3:15 PM**
 Comments **LVM for a return call**
- called to acknowledge
- need purchased date to properly register the unit

Email: RE: Community Builders Inc./Brown,T./Serial #BDJ9N0... [ref:_00DG0kX3r._500G012Zhdz:ref]

Related To **00394774**
 Task ☒
 Due Date **9/9/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/9/2016 4:14 PM**
 Comments **Additional To: jinnie@communitybuildersinc.com**
CC:
BCC: deborah.nuanes@jacuzzi.com
Attachment:

Subject: RE: Community Builders Inc./Brown,T./Serial #BDJ9N0... [
ref:_00DG0kX3r._500G012Zhdz:ref]
Body:
Hi Jennie,

I'm following up on the email I sent you below.

Thank you,
Debbie

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

From: FirstStreet Support [firststreetsupport@jacuzzi.com]

JACUZZI006204

REV JACUZZI006304

Sent: 9/8/2016 9:31 AM
 To: jinnie@communitybuildersinc.com
 Subject: RE: Community Builders Inc./Brown,T./Serial #BDJ9N0... []

Hi Jennie,

This unit is not register. Please provide the purchase date.

You stated that the jets and lights are not working. Did you ask the consumer if they reset the breaker and GFCI? Do you know if they have power going to the outlet? When there is no function turning on I have experience that they need to reset the breaker and GFCI.

Thank you,
 Debbie

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

From: [jinnie@communitybuildersinc.com]
 Sent: 9/6/2016 4:57 PM
 To: firststreetsupport@jacuzzi.com
 Cc: jinnie@communitybuildersinc.com
 Subject: Community Builders Inc./Brown,T./Serial #BDJ9N0...

CBI: #83080

Terry & Linda Brown
 405 W. Brule St.
 Buffalo, OK 73843
 Ph: 580.735.2836

Good Day,

Customer is stating their jet's and lights are not working...

Thank You!

Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269

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Debbie Nuanes
 Consumer Relations, Aging in Place
 Jacuzzi
 14525 Monte Vista, Chino CA 91710
 800.288.4002 (o) 866.588.0922 (f)
 deborah.nuanes@jacuzzi.com

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JACUZZI006205

REV JACUZZI006305

APEN 1161

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ref:_00DG0kX3r_500G012Zhdz:ref

Email: RE: Community Builders Inc./Jackson, D./Serial #BDNLHO... [ref:_00DG0kX3r_500G012ZhZi:ref]

Related To 00394772

Task ☒

Due Date 9/9/2016

Assigned To Deborah Nuanes

Last Modified Date/Time 9/9/2016 4:12 PM

Comments Additional To: jinnie@communitybuildersinc.com

CC:

BCC: deborah.nuanes@jacuzzi.com

Attachment:

Subject: RE: Community Builders Inc./Jackson, D./Serial #BDNLHO... [ref:_00DG0kX3r_500G012ZhZi:ref]

Body:

Hello Jinnie,

In order to set up service, I need to confirm warranty. Please provide purchase date. By any chance did you ask the consumer to see if the breaker and GFCI needs to be reset. For both motors to go out at the same time is very rare.

Thank you,
Debbie

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

From: FirstStreet Support [firststreetsupport@jacuzzi.com]

Sent: 9/8/2016 9:23 AM

To: jinnie@communitybuildersinc.com

Subject: RE: Community Builders Inc./Jackson, D./Serial #BDNLHO... []

Good Morning Jinnie,

Please provide the purchase date. Consumer has not registered their tub.

Please note: when submitting a service please provide

Name

Address

Phone

Serial number

Purchased date

Thank you,
Debbie

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

From: [jinnie@communitybuildersinc.com]

JACUZZI006206

REV JACUZZI006306

APEN 1162

Sent: 9/6/2016 4:46 PM
 To: firststreetsupport@jacuzzi.com
 Cc: jinnie@communitybuildersinc.com
 Subject: Community Builders Inc./Jackson, D./Serial #BDNLHO...

CBI: #100578

Donald Jackson
 9413 N. 96th E. Ave.
 Owasso, OK 74055
 Ph: 918.644.1890

Good Day,

Customer is having problems with the jets. Some of the jets are not working anymore and the pure air is not working as well. They claim the tub is used only once a week, so the customer is not sure what caused the issue.

Thank You!

Jinnie Young
 Service Center Agent
 Community Builders Inc
 8220 E. Skelly Dr.
 Tulsa, OK 74129
 Office: (918) 836-5055
 Fax: (918) 836-8269

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Debbie Nuanes
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 Jacuzzi
 14525 Monte Vista, Chino CA 91710
 800.288.4002 (o) 866.588.0922 (f)
 deborah.nuanes@jacuzzi.com

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JACUZZI006207

REV JACUZZI006307

APEN 1163

contain viruses. Although we take precautions to check for viruses, we make no assurances about the absence of viruses. We accept no liability and suggest that you carry out your own virus checks.
ref:_00DG0kX3r._500G012ZhZi:ref

Email: RE: Community Builders Inc./Brown,T./Serial #BDJ9N0... [ref:_00DG0kX3r._500G012Zhdz:ref]

Related To 00394774

Task ☒

Due Date 9/8/2016

Assigned To Deborah Nuanes

Last Modified Date/Time 9/8/2016 9:31 AM

Comments Additional To: jinnie@communitybuildersinc.com

CC:

BCC: deborah.nuanes@jacuzzi.com

Attachment:

Subject: RE: Community Builders Inc./Brown,T./Serial #BDJ9N0... [ref:_00DG0kX3r._500G012Zhdz:ref]

Body:

Hi Jennie,

This unit is not register. Please provide the purchase date.

You stated that the jets and lights are not working. Did you ask the consumer if they reset the breaker and GFCI? Do you know if they have power going to the outlet? When there is no function turning on I have experience that they need to reset the breaker and GFCI.

Thank you,
Debbie

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

From: [jinnie@communitybuildersinc.com]

Sent: 9/6/2016 4:57 PM

To: firststreetsupport@jacuzzi.com

Cc: jinnie@communitybuildersinc.com

Subject: Community Builders Inc./Brown,T./Serial #BDJ9N0...

CBI: #83080

Terry & Linda Brown
405 W. Brule St.
Buffalo, OK 73843
Ph: 580.735.2836

Good Day,

Customer is stating their jet's and lights are not working...

Thank You!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269

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REV JACUZZI006308

APEN 1164

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Jacuzzi
14525 Monte Vista, Chino CA 91710
800.288.4002 (o) 866.588.0922 (f)
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ref:_00DG0kX3r_500G012Zhdz:ref

Email: RE: Community Builders Inc./Jackson, D./Serial #BDNLHO... [ref:_00DG0kX3r_500G012ZhZi:ref]

Related To 00394772

Task ☒

Due Date 9/8/2016

Assigned To Deborah Nuanes

Last Modified Date/Time 9/8/2016 9:23 AM

Comments Additional To: jinnie@communitybuildersinc.com
CC:
BCC: deborah.nuanes@jacuzzi.com
Attachment:

Subject: RE: Community Builders Inc./Jackson, D./Serial #BDNLHO... [ref:_00DG0kX3r_500G012ZhZi:ref]

Body:

Good Morning Jinnie,

Please provide the purchase date. Consumer has not registered their tub.

Please note: when submitting a service please provide

Name
Address
Phone
Serial number
Purchased date

Thank you,
Debbie

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

From: [jinnie@communitybuildersinc.com]
Sent: 9/6/2016 4:46 PM
To: firststreetsupport@jacuzzi.com
Cc: jinnie@communitybuildersinc.com
Subject: Community Builders Inc./Jackson, D./Serial #BDNLHO...

CBI: #100578

Donald Jackson
9413 N. 96th E. Ave.
Owasso, OK 74055
Ph: 918.644.1890

Good Day,

JACUZZI006209

REV JACUZZI006309

APEN 1165

Customer is having problems with the jets. Some of the jets are not working anymore and the pure air is not working as well. They claim the tub is used only once a week, so the customer is not sure what caused the issue.

Thank You!

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055
Fax: (918) 836-8269

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Consumer Relations, Aging in Place
Jacuzzi
14525 Monte Vista, Chino CA 91710
800.288.4002 (o) 866.588.0922 (f)
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2016-08-30 13:37:12

Related To 00391749

Task ☒

Due Date 8/30/2016

Assigned To Deborah Nuanes

Last Modified Date/Time 8/30/2016 1:44 PM

Comments

Email: Wise [ref:_00DG0kX3r._500G0116AWF:ref]

Related To 00392432

Task ☒

Due Date 8/24/2016

Assigned To Deborah Nuanes

Last Modified Date/Time 8/24/2016 1:26 PM

Comments Additional To: jinnie@communitybuildersinc.com

CC:

BCC: deborah.nuanes@jacuzzi.com

Attachment:

JACUZZI006210

REV JACUZZI006310

APEN 1166

Subject: Wise [ref:_00DG0kX3r._500G0116AWF:ref]

Body:

Good Afternoon Jinnie,

In the future please send all service request to firststreetsupport@jacuzzi.com. This will ensure that I don't miss it, if I'm out of the office or on vacation.

I went ahead a created a case and I will contact the son.

Thank you,
Debbie

From: jinnie@communitybuildersinc.com [mailto:jinnie@communitybuildersinc.com]
Sent: Wednesday, August 24, 2016 12:37 PM
To: Nuanes, Deborah
Cc: Jinnie@communitybuildersinc.com
Subject: Community Builders Inc./Wise, B./Serial #BDGZGJ...

Byron Wise, #66803
14017 Andrew Ln
Newalla, OK 74857
Ph: 405.651.8137 (Son's cell)

Good Afternoon,

Per the customer the Jacuzzi stopped working. He did turn the breaker on/off and nothing worked. The customer has a hearing aid, so his son is assisting him. Thanks...

Jinnie Young
Service Center Agent
Community Builders Inc
8220 E. Skelly Dr.
Tulsa, OK 74129
Office: (918) 836-5055

Debbie Nuanes
Consumer Relations, Aging in Place
Jacuzzi
14525 Monte Vista, Chino CA 91710
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JACUZZI006211

REV JACUZZI006311



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JOAN CARRISON

Account Name	JOAN CARRISON	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time		Contact Type	Consumer
Last Survey Sent		Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	2707862823
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	(270) 786-2823
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006212

REV JACUZZI006312

APEN 1168

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error Emails ☐Receive SmartTub
Reminder Emails ☐

SmartTub InformationIoT Contact ☐

Pardot URL

App Push Opt Out ☐

Pardot ID

Terms of Service Opt
Out ☐

IoT Owner Id

Address Information

Address 1 84 TIMBERLEAF DR

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City HOESA CARA

Nearest Spa Service
Center Map Closest Spa Service Center

State KY

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 42749

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create DateFrom Converted Lead ☐

Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing CloudIsAccountMKGConnector ☐

JACUZZI006213

REV JACUZZI006313

APEN 1169

[Send Marketing Cloud Email](#)
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[Analytics](#)
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Pardot Details

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You are linking to Salesforce account:

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Email

System Information

Created By	Veltig, 11/30/2016 10:27 AM	Account Owner	No Reply
Last Modified By	Veltig, 12/14/2016 10:17 PM	Billing Address	United States
Serial #	LW45 BDHGQY	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History


2015-03-03 13:53:38

Name | JOAN CARRISON

JACUZZI006214

REV JACUZZI006314

APEN 1170

Related To
Task 
Due Date **3/3/2015**
Assigned To **Telea Terrell**
Last Modified Date/Time **3/3/2015 2:12 PM**
Comments

Cases**00284368**

Contact Name **JOAN CARRISON**
Subject **Refer back to the installer. Tub is slippery and does not know how to adjust the jets.**
Priority **Medium**
Date Opened **3/3/2015**
Status **Closed**
Owner **Deborah Nuanes**
Description **-Referred consumer to installer to apply solid step.**
- Consumer needs jets adjusted.

Warranties**LW45 BDHGQY**

Model **LW45958**
Model Description **FS 5229 C RH SLN HTR SKT ALM**
Mfg Date **10/17/2013**
Installation Date **11/5/2013**

Assets**LW45 BDHGQY**

Serial Number **LW45 BDHGQY**
Install Date **11/5/2013**
Quantity
Contact Name **JOAN CARRISON**
Status
Competitor Asset 
Description

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JACUZZI006215

REV JACUZZI006315



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Karen Lugo

Account Name	Karen Lugo	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	10/3/2016	Contact Type	Consumer
Last Survey Sent	9/3/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(310) 378-0904
RealZip	83246	Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email	karenlugo61@gmail.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006216

REV JACUZZI006316

APEN 1172

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

<http://pi.pardot.com/prospect/read?id=10321536>

App Push Opt Out



Pardot ID

10321536

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

1277 Viking Ave
Ketchum, 83246
United States

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006217

REV JACUZZI006317

APEN 1173

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You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/30/2016 10:29 PM	Account Owner	Myra Martinez
Last Modified By	Rollup Helper, 6/15/2019 1:36 AM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Email: Non-Slip Mats-Walk in Tub [ref:_00DG0kX3r_500G0116DfK:ref]

Name | Karen Lugo

JACUZZI006218

REV JACUZZI006318

APEN 1174

Related To **00392484**
 Task ☒
 Due Date **8/29/2016**
 Assigned To **Myra Martinez**
 Last Modified Date/Time **8/29/2016 4:00 PM**

Comments **Additional To: karenvlugo61@gmail.com**
CC:
BCC: myra.martinez@jacuzzi.com
Attachment:

Subject: Non-Slip Mats-Walk in Tub [ref:_00DG0kX3r._500G0116DfK:ref]

Body:

Hello Karen,

Thank you for contacting Jacuzzi Luxury Bath. To better assist, what is the serial number of your parent walk-in bathtub? This can be found on the owners manual in the warranty section.

To answer your initial question you are able to purchase a non-slip mat. However, it has to be acrylic safe.

Kind Regards,

Myra M

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

From: no-reply@jacuzzi-mailer.com [no-reply@jacuzzi-mailer.com]

Sent: 8/24/2016 2:50 PM

To: consumerassistance@jacuzzi.com

Subject: Jacuzzi Baths Contact Form Request

First Name

Karen

Last Name

Lugo

Your Email

karenvlugo61@gmail.com

Phone

(310) 378-0904

Message Body

My parents bought one of your beautiful walk-in bathtubs, and they love it. However, my mom slipped and got her foot and leg so lodged into the corner of the tub, that she couldn't pull herself out. My parents are in their 80s, so they couldn't get my mom out, and had to call the paramedics. It took two paramedics/men to dislodge my mom from this slip.

Do you have any non-slip mats or texturing that are made for the walk-in tubs? She loves her baths so much, and I don't want her to be afraid of slipping again.

Please get back to me asap.

Reply by:

Email

This email and any attachments are confidential and may be legally privileged. If you are not the intended recipient, please notify the author by replying to this email message, and then delete all copies of the email on your system. If you are not the intended recipient, you must not disclose, distribute, copy, print, or use this email in any manner. Email messages and attachments may contain viruses. Although we take precautions to check for viruses, we make no assurances about the absence of viruses. We accept no liability and suggest that you carry out your own virus checks.

Myra Martinez

Consumer Service Representative

www.jacuzzi.com

14525 Monte Vista Ave / Chino, CA 91710

800/288-4002

JACUZZI006219

REV JACUZZI006319

APEN 1175

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ref:_00DG0kX3r._500G0116DfK:ref

Cases

00392484

Contact Name **Karen Lugo**
Subject **Non-Slip Mats**
Priority **Medium**
Date Opened **8/24/2016**
Status **Closed**
Owner **Myra Martinez**

First Name
Karen
Last Name
Lugo
Your Email
karenlugo61@gmail.com
Phone
(310) 378-0904
Message Body

My parents bought one of your beautiful walk-in bathtubs, and they love it. However, my mom slipped and got her foot and leg so lodged into the corner of the tub, that she couldn't pull herself out. My parents are in their 80s, so they couldn't get my mom out, and had to call the paramedics. It took two paramedics/men to dislodge my mom from this slip.

Description Do you have any non-slip mats or texturing that are made for the walk-in tubs? She loves her baths so much, and I don't want her to be afraid of slipping again.

Please get back to me asap.
Reply by:
Email

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JACUZZI006220

REV JACUZZI006320



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Kathe Dolan

Account Name	Kathe Dolan	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	11/8/2016	Contact Type	Consumer
Last Survey Sent	10/9/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(850) 434-7233
RealZip	83246	Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email	none@jacuzzi.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006221

REV JACUZZI006321

APEN 1177

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

1277 Viking Ave
Ketchum, 83246
United States

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006222

REV JACUZZI006322

APEN 1178

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Pardot Details

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Email

System Information

Created By	Veltig, 11/30/2016 8:36 PM	Account Owner	Ruth Coester
Last Modified By	Rollup Helper, 6/15/2019 2:58 AM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

2016-10-03 16:09:09

Name	Kathe Dolan
------	-------------

JACUZZI006223

REV JACUZZI006323

APEN 1179

Related To **00399839**
 Task ☒
 Due Date **10/3/2016**
 Assigned To **Ruth Coester**
 Last Modified Date/Time **10/3/2016 1:37 PM**
 Comments

Cases**00399839**

Contact Name **Kathe Dolan**
 Subject **Wants door to open outwards, not inward.**
 Priority **Medium**
 Date Opened **10/3/2016**
 Status **Closed**
 Owner **Ruth Coester**
 Description
She is 90 yr old and purchased 3-25-14.
She does not like door opening inward.
Does not like location of faucet.
Advised we are not planning on a design change.
She slipped and fell in bath and it took 45 min. for her to get up and out of the bath.
Advised will note her complaint.

00402507

Contact Name **Kathe Dolan**
 Subject **Wants door to open outwards, not inward.**
 Priority **Medium**
 Date Opened **10/17/2016**
 Status **Closed**
 Owner **Terrance Shumake**
 Description
She is 90 yr old and purchased 3-25-14.
She does not like door opening inward.
Does not like location of faucet.
Advised we are not planning on a design change.
She slipped and fell in bath and it took 45 min. for her to get up and out of the bath.
Advised will note her complaint.

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JACUZZI006224

REV JACUZZI006324



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LOIS GORDEE

Account Name	LOIS GORDEE	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time		Contact Type	Consumer
Last Survey Sent		Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(608) 328-2262
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006225

REV JACUZZI006325

APEN 1181

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error Emails ☐Receive SmartTub
Reminder Emails ☐

SmartTub InformationIoT Contact ☐

Pardot URL

App Push Opt Out ☐

Pardot ID

Terms of Service Opt
Out ☐

IoT Owner Id

Address Information

Address 1

Mailing Address

United States

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006226

REV JACUZZI006326

APEN 1182

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You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/30/2016 10:34 PM	Account Owner	Sonja Kelsie
Last Modified By	Katie Gaita, 10/2/2018 10:04 PM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Cases

00289365

Contact Name | LOIS GORDEE

JACUZZI006227

REV JACUZZI006327

APEN 1183

Subject **SLIPPERY TUB**
Priority **Medium**
Date Opened **3/20/2015**
Status **Closed**
Owner **Sonja Kelsie**
Description **EXPLAIN NOT TO USE ANY OIL BASE PRODUCTS (SHAMPOO AND BATH SOAPS)**

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003436

003436

JACUZZI006228

REV JACUZZI006328



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lucille burgess

Account Name	lucille burgess	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	10/9/2018	Contact Type	
Last Survey Sent	9/9/2018	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(614) 578-0468
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email	lburgess1933@gmail.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006229

REV JACUZZI006329

APEN 1185

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006230

REV JACUZZI006330

APEN 1186

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Pardot Details

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Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Paige Miller, 3/6/2017 9:46 AM	Account Owner	Paige Miller
Last Modified By	Rollup Helper, 11/17/2018 10:12 AM	Billing Address	
Serial #		Shipping Address	
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Cases

00432164

Contact Name | lucille burgess

JACUZZI006231

REV JACUZZI006331

APEN 1187

Subject **prob in the area of the grab bar-**
 Priority **Medium**
 Date Opened **3/6/2017**
 Status **Closed**
 Owner **Paige Miller**
 Description **cust advs that there is a portion near the bottom of the grab bar where the surface has become sharp- wants someone to come out to possibly file it down and make it smooth.**
Consumer called back; referred to Michael Novak and Ohio Surface Restoration to service her tub. She also asked for directions on how to use Systems Clean and if number one and number two process can be done back to back.

00432582

Contact Name **lucille burgess**
 Subject **- dup see 00432674**
 Priority **Medium**
 Date Opened **3/7/2017**
 Status **Closed**
 Owner **Paige Miller**
 Description **Cust advs that she called Michael Novak- and that he advs he didn't know what she was talking about- and that he was too far- chattering Megan- as this is a First Street-**

00479000

Contact Name **lucille burgess**
 Subject **Bath Mat for Walk In Tub**
 Priority **Medium**
 Date Opened **8/24/2017**
 Status **Closed**
 Owner **Monica Castillo**
 Description **Consumer called because her husband noticed that the bottom of her walk-in tub was a little slippery. She wanted to know if we offered a bath mat for the tub. Told her that we do not offer mats with our tubs however; she could probably try and locate one through her local hardware store. She said that they do not have the correct size and that the suction covers do not stay attached.**

00700373

Contact Name **lucille burgess**
 Subject **Needs bar that opens door**
 Priority **Normal**
 Date Opened **8/31/2018**
 Status **Closed**
 Owner **Marie Padilla**
 Description **Cs needs parts bar that opens door. I let Cs know I will get ordered for her.**
Order# 245769



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Mr Brigman

Account Name	Mr Brigman	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	10/28/2015	Contact Type	Consumer
Last Survey Sent	9/28/2015	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(925) 516-2831
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006233

REV JACUZZI006333

APEN 1189

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

United States

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006234

REV JACUZZI006334

APEN 1190

[Send Marketing Cloud Email](#)
[View Marketing Cloud Analytics](#)
[Marketing Cloud Unsubscribe](#)

Pardot Details

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Verify your Pardot account – just this once!

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Email

System Information

Created By	Veltig, 12/1/2016 9:32 AM	Account Owner	Richard Vest
Last Modified By	Katie Gaita, 10/2/2018 7:33 PM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History


Other

Name **Mr Brigman**

JACUZZI006235

REV JACUZZI006335

APEN 1191

Related To	
Task	
Due Date	9/23/2015
Assigned To	Richard Vest
Last Modified Date/Time	9/23/2015 11:10 AM
Comments	

Cases**00330961**

Contact Name	Mr Brigman
Subject	walk in tub slippery on the bottom
Priority	Medium
Date Opened	9/23/2015
Status	Closed
Owner	Richard Vest
Description	referred to AITH

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003444

003444

JACUZZI006236

REV JACUZZI006336



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NANCY HORSTMAYER

Account Name	NANCY HORSTMAYER	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	6/10/2019	Contact Type	
Last Survey Sent	5/11/2019	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	0000000000
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	DonnaC@ohio-resources.com
Event		Warranty Phone#	-
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email	donnac@ohio-resources.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006237

REV JACUZZI006337

APEN 1193

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 4846 BEECHWOOD RD

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City CINCINNATI

Nearest Spa Service
Center Map Closest Spa Service Center

State OH

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 45244

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006238

REV JACUZZI006338

APEN 1194

[Send Marketing Cloud Email](#)
[View Marketing Cloud Analytics](#)
[Marketing Cloud Unsubscribe](#)

Pardot Details

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Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/30/2016 3:45 AM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 8:21 PM	Billing Address	United States
Serial #	LW50 BDG3GV	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Cases

00951102

Contact Name | **NANCY HORSTMAYER**

JACUZZI006239

REV JACUZZI006339

APEN 1195

Subject **Walk In-Tub**
 Priority **Normal**
 Date Opened **5/6/2019**
 Status **Closed**
 Owner **Bella Robles**
 Description
 -consumer calling in regarding walk in tub
 -states her unit is making a loud sound from faucet when she turns it on
 -advised that the warranty for drain and faucet is different than the tub
 -warranty is covered by huntington Brass
 -she is inquiring on labor warranty
 -advised the parts on unit would have a lifetime parts
 -advised nieman plumbing would be

00322003

Contact Name **NANCY HORSTMEYER**
 Subject **Slipped and also cold air blows from under the tub**
 Priority **Medium**
 Date Opened **8/19/2015**
 Status **Closed**
 Owner **Ruth Coester**
 Description
Advised to call installer and also gave part number for Kahuna floor film. Advised how warranty works and that she can ask Bobby Clark to install the floor film. She will have to find out from installer how labor will work for the area under the unit that allows the cold air to blow out.

Warranties**LW50 BDG3GV**

Model **LW50959**
 Model Description **FS 5229 C LH SLN HTR SKT WHT**
 Mfg Date **8/27/2013**
 Installation Date **9/10/2013**

Assets**LW50 BDG3GV**

Serial Number **LW50 BDG3GV**
 Install Date **9/10/2013**
 Quantity
 Contact Name **NANCY HORSTMEYER**
 Status
 Competitor Asset ☐
 Description

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JACUZZI006240

REV JACUZZI006340



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NANCY JONES

Account Name	NANCY JONES	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	12/19/2018	Contact Type	
Last Survey Sent	11/19/2018	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	5205295858
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006241

REV JACUZZI006341

APEN 1197

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 5481 N CRESCENT RIDGE DR

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City TUCSON

Nearest Spa Service
Center Map Closest Spa Service Center

State AZ

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 85718

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006242

REV JACUZZI006342

APEN 1198

[Send Marketing Cloud Email](#)
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Pardot Details

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Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/29/2016 10:16 PM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 5:14 PM	Billing Address	United States
Serial #	LW50 BDPMK9	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Open Activities

Reopen new case

Name **NANCY JONES**

JACUZZI006243

REV JACUZZI006343

APEN 1199

Related To **00394848**
 Task ☒
 Due Date **10/7/2016**
 Status **Open**
 Priority **Normal**
 Assigned To **Deborah Nuanes**
 Comments **Consumer out of town until Oct. 6.**

Activity History

Outbound Consumer

Name **NANCY JONES**
 Related To **00407773**
 Task ☒
 Due Date **11/16/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **11/16/2016 9:06 AM**
 Comments **Spoke to Nancy**
 - confirmed service
 - confirmed that Alan went over function on the tub with her

Inbound Email Alan's Jacuzzi

Name **NANCY JONES**
 Related To **00407773**
 Task ☒
 Due Date **11/16/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **11/16/2016 9:04 AM**
 From: Alan Long [mailto:alanl3511@yahoo.com]
 Sent: Tuesday, November 15, 2016 9:07 PM
 To: Nuanes, Deborah
 Subject: Jones residence
 Comments **Debbie,**
 I took care of the jet issue at the Jones residence, I also shorten the air lines to the pump and blower to make it easier to turn them off and on, could find no issue with the drain (something she mentioned while I was there) and showed her in-depth how to operate the tub features. I also explained the aromatherapy, and installed a new capsule that had arrived by mail. If you have any questions please let me know.
 Alan

Repair Details

Name **NANCY JONES**
 Related To **00407773**
 Task ☒
 Due Date **11/16/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **11/16/2016 9:03 AM**
 Comments **- Replaced Escutcheon CMP Jets**
- Shortened air lines to WP & PA
- showed how to operation the tub

Outbound Alan's Jacuzzi

Name **NANCY JONES**
 Related To **00407773**
 Task ☒
 Due Date **11/10/2016**

JACUZZI006244

REV JACUZZI006344

APEN 1200

Assigned To **Deborah Nuanes**
 Last Modified Date/Time **11/10/2016 10:21 AM**
 Comments **Spoke to Alan**
- will call the consumer
- will arrange service for 11/16

2016-11-10 10:14:40

Name **NANCY JONES**
 Related To **00407773**
 Task ☒
 Due Date **11/10/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **11/10/2016 10:17 AM**
 Comments

Outbound Consumer

Name **NANCY JONES**
 Related To **00394848**
 Task ☒
 Due Date **9/14/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/14/2016 8:11 AM**
 Comments **Spoke to Nancy**
- updated her
- leaving on vacation on 09/20 for two weeks

Outbound Alan's Jacuzzi

Name **NANCY JONES**
 Related To **00394848**
 Task ☒
 Due Date **9/8/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/8/2016 11:16 AM**
 Comments **Request I send him an email**

Outbound Consumer

Name **NANCY JONES**
 Related To **00394848**
 Task ☒
 Due Date **9/8/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/8/2016 11:14 AM**
 Comments **- CMP jet no water**
- Aromatherapy not working

Outbound Consumer

Name **NANCY JONES**
 Related To **00368091**
 Task ☒
 Due Date **4/21/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **4/21/2016 1:54 PM**
 Comments **- Spoke to Nancy**
- someone called her today regarding service for tomorrow

003453

003453

JACUZZI006245

REV JACUZZI006345

APEN 1201

Outbond Consumer

Name **NANCY JONES**
 Related To **00368091**
 Task ☒
 Due Date **4/18/2016**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **4/18/2016 4:28 PM**
 Comments
 Spoke to Nancy
 - Acknowledge issue
 - she mention that CNJ was going back out
 - Caulking needs to be redone

Cases**00778552**

Contact Name **NANCY JONES**
 Subject **Walk-In not safe**
 Priority **Normal**
 Date Opened **11/14/2018**
 Status **Closed**
 Owner **Abdiel Hernandez**
 Description
 -mention the tub is not safe
 -our advertisement should change
 -we should have more safety for when your inside the tub
 -wanted comment and provide feedback on her experience

00368091

Contact Name **NANCY JONES**
 Subject **Per AITHR installer CNJ to take care of issue. Access Panel loose**
 Priority **Medium**
 Date Opened **4/15/2016**
 Status **Closed**
 Owner **Deborah Nuanes**
 Description **Urgent!**

Message from PM.

"Hey Megan,

Mrs. Jones was installed on 3/22/16; when I called her yesterday to see how everything went, she stated the panel is a little loose and does not fully fit/pop on correctly. She received a left hand white tub. Is there any way we can send a new panel - when I say panel I mean the front panel the pops on and off easily - to the installer?

Install date: 3/22/16

Serial #BDPMK9

SEND TO.

Installer info:

JACUZZI006246

REV JACUZZI006346

APEN 1202

CNJ SERVICES - AZ

702 W. Melinda Ln. Suite D2

PHOENIX, AZ 85027

Let me know if you need any other info."

Thank you,

Megan Clairmore

Customer Care Coordinator

Aging In The Home Remodelers, Inc.

3900 S. Wadsworth Blvd. Suite 200

Lakewood, CO 80235

Office: (720) 504-0126

<mailto:Megan.clairmore@aihremodelers.com>

Megan.clairmore@aihremodelers.com

Hey Megan,

Mrs. Jones was installed on 3/22/16; when I called her yesterday to see how everything went, she stated the panel is a little loose and does not fully fit/pop on correctly. She received a left hand white tub. Is there any way we can send a new panel - when I say panel I mean the front panel the pops on and off easily - to the installer?

Install date: 3/22/16

Serial #BDPMK9

Installer info:

CNJ SERVICES - AZ

702 W. Melinda Ln. Suite D2

PHOENIX, AZ 85027

Let me know if you need any other info.

Thanks

Jessica Haggard

JACUZZI006247

REV JACUZZI006347

APEN 1203

Project Manager

Office: (303) 222-3200 ext 3201

Direct Line: (720) 465-7054

=

00394848

Contact Name NANCY JONES

Subject Consumer out of town until Oct. 6. right jet inop and aromatherapy not working.

Priority Medium

Date Opened 9/7/2016

Status Closed

Owner Deborah Nuanes

Morning,

Received call from customer and right jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Can you please send out a tech to inspect?

Serial #BDPMK9

Date installed: 3/22/2016

[cid:image001.jpg@01D208F2.A2B95B10]

Description

CJ Conner

Project Manager

Aging In The Home Remodelers

www.aihremodelers.com<https://www.aihremodelers.com/>

Office: 720-501-3702

Direct: 720-822-7694

[logosmall]

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00407773

Contact Name NANCY JONES

Subject Replaced Escutcheon to CMP Jet, Shortened lines to WP & PA and went over function of the tub.

Priority Medium

Date Opened 11/10/2016

Status Closed

Owner Deborah Nuanes

Description Hi, Mrs. Jones is really having issues. Cj emailed you about this issue on 9/7/16 and no one has contacted her.

1. RH jet not working and aromatherapy has never worked. Customer not able to troubleshoot. Emailed Jacuzzi.

2. jets aren't working; she is very distressed...bathroom is flooded and she is now sorry that she spent so much money on this tub.

3. The jets are shooting water everywhere. Flooded her bathroom. Would not drain she had to sit in the tub for

JACUZZI006248

REV JACUZZI006348

APEN 1204

a long time. She had to hold them hard until it stops she slipped and hurt her back.
Can we get this repair set up ASAP please?

[cid:image001.png@01D23B2B.BAEAD3B0]
Serial #BDPMK9
Installed 3/22/2016

Thank you,

Rebecca McCall
Warranty and Service Manager
Aging In The Home Remodelers
www.aihremodelers.com<<https://www.aihremodelers.com/>>

Office: (303) 222-3200
Direct: (720) 504-0126 x3205
[logosmall]

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Warranties

LW50 BDPMK9

Model	LW50959
Model Description	FS 5229 C LH SLN HTR SKT071318
Mfg Date	3/9/2016
Installation Date	3/22/2016

Assets

LW50 BDPMK9

Serial Number	LW50 BDPMK9
Install Date	3/22/2016
Quantity	
Contact Name	NANCY JONES
Status	
Competitor Asset	<input type="checkbox"/>
Description	

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JACUZZI006249

REV JACUZZI006349

APEN 1205



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PATRICIA CLOUD

Account Name	PATRICIA CLOUD	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	12/16/2015	Contact Type	Consumer
Last Survey Sent	11/16/2015	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(269) 641-7347
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email	dcpc411810@aol.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006250

REV JACUZZI006350

APEN 1206

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

United States

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006251

REV JACUZZI006351

APEN 1207

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[View Marketing Cloud Analytics](#)
[Marketing Cloud Unsubscribe](#)

Pardot Details

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/30/2016 7:56 PM	Account Owner	Sonja Kelsie
Last Modified By	Rollup Helper, 6/15/2019 3:33 AM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Email: FW: Online store [ref:_00DG0kX3r_500G0pB2uR:ref]

Name | PATRICIA CLOUD

JACUZZI006252

REV JACUZZI006352

APEN 1208

Related To **00339915**
 Task ☒
 Due Date **11/17/2015**
 Assigned To **Sonja Kelsie**
 Last Modified Date/Time **11/17/2015 8:41 AM**

Additional To: dcpc411810@aol.com
CC:
BCC:
Attachment:

Subject: FW: Online store [ref:_00DG0kX3r._500G0pB2uR:ref]
Body:
 ----- Original Message -----
From: Consumer Assistance [consumerassistance@jacuzzi.com]
Sent: 11/13/2015 11:38 AM
To: SIMONA.ROBERTSON@FIRSTSTREETONLINE.COM
Cc: DCPC411810@AOL.COM
Subject: Online store []

Simona,

Please contact the following homeowner for assistance with obtaining floor and seat mat for the walk-in unit. She will be connecting as a follow-up.

Comments

Ms. Patricia Cloud
70556 Tharp Lake Road
Edwardsburg, MI 49112
269-641-347

Model: LW90958
Serial: BDJSVY

Sonja Kelsie,
Consumer Service Representative,
Jacuzzi Luxury Bath
(800) 288-4002 ext. 73032

Sonja Kelsie,
Consumer Service Representative,
Jacuzzi Luxury Bath
(800) 288-4002 ext. 73032
ref:_00DG0kX3r._500G0pB2uR:ref

2015-11-11 13:31:45

Name **PATRICIA CLOUD**
 Related To
 Task ☒
 Due Date **11/11/2015**
 Assigned To **Porsche Smith**
 Last Modified Date/Time **11/11/2015 2:03 PM**
 Comments

Other

Name **PATRICIA CLOUD**
 Related To **Jacuzzi Consumers Master Account**
 Task ☒
 Due Date **11/11/2015**
 Assigned To **Sonja Kelsie**
 Last Modified Date/Time **11/11/2015 1:30 PM**
 Comments **NO HAPPY WITH WALK-IN TUB**
CALL DROP

JACUZZI006253

REV JACUZZI006353

Cases**00339915**

Contact Name **PATRICIA CLOUD**
Subject **Not happy with walk-in tub**
Priority **Medium**
Date Opened **11/11/2015**
Status **Closed**
Owner **Porsche Smith**
Description
-h/o purchased a walk in bath tub as a floor model
-h/o called in not happy with her walk in tub.,
-her and her son slips and falls in the tub while use
-wanted to know what the warranty was
-advised there is no warranty on floor models
-h/o got upset, mentioned a 1 year warranty
-advised her to call the dealer back to ask what warranty they had on the tub
-h/o said she called atlas and they told her to call us
-called the installers and left a message with steve 7345508981

00340334

Contact Name **PATRICIA CLOUD**
Subject **REGISTRATION**
Priority **Medium**
Date Opened **11/13/2015**
Status **Closed**
Owner **Sonja Kelsie**
Description

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JACUZZI006254

REV JACUZZI006354



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Paul Taubman

Account Name	Paul Taubman	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	8/10/2017	Contact Type	Consumer
Last Survey Sent	7/11/2017	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(805) 987-5152
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email	paultoub18@aol.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006255

REV JACUZZI006355

APEN 1211

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1

Mailing Address

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006256

REV JACUZZI006356

APEN 1212

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Pardot Details

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Email

System Information

Created By	Terrance Shumake, 5/22/2017 11:10 AM	Account Owner	Terrance Shumake
Last Modified By	Rollup Helper, 11/17/2018 9:30 AM	Billing Address	
Serial #		Shipping Address	
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Cases

00452594

JACUZZI006257

REV JACUZZI006357

APEN 1213

Contact Name **Paul Taubman**
Subject **Need replacement diverter**
Priority **Medium**
Date Opened **5/22/2017**
Status **Closed**
Owner **Terrance Shumake**
Description **Walk in tub no serial number**
Provided Huntington Brass phone number and explained the warranty of the tub

00464598

Contact Name **Paul Taubman**
Subject **Need part for tub**
Priority **Medium**
Date Opened **7/6/2017**
Status **Closed**
Owner **Terrance Shumake**
Description **Walk in tub looking for slip resistant mat**
Referred to JW Enterprises

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JACUZZI006258

REV JACUZZI006358



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Racheal Mayes

Account Name	Racheal Mayes	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time		Contact Type	
Last Survey Sent		Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(505) 438-3189
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006259

REV JACUZZI006359

APEN 1215

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error Emails ☐Receive SmartTub
Reminder Emails ☐

SmartTub InformationIoT Contact ☐

Pardot URL

App Push Opt Out ☐

Pardot ID

Terms of Service Opt
Out ☐

IoT Owner Id

Address Information

Address 1

Mailing Address

United States

Address 2

Nearest D1 ISP Map

Map Closest ISP (D1)

City

Nearest Spa Service
Center

Map Closest Spa Service Center

State

Nearest Bath Service
Center

Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006260

REV JACUZZI006360

APEN 1216

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You are linking to Salesforce account:

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Email

System Information

Created By	Veltig, 12/1/2016 8:28 AM	Account Owner	Porsche Smith
Last Modified By	Katie Gaita, 10/2/2018 7:39 PM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History


2016-06-28 08:23:08

Name	Racheal Mayes
------	---------------

JACUZZI006261

REV JACUZZI006361

APEN 1217

Related To
Task 
Due Date **6/28/2016**
Assigned To **Martin Guevara**
Last Modified Date/Time **6/28/2016 8:25 AM**
Comments

Cases**00310655**

Contact Name **Racheal Mayes**
Subject **dissatisfied with walk-in tub**
Priority **Medium**
Date Opened **6/11/2015**
Status **Closed**
Owner **Porsche Smith**
Description
-is too small to reach handles
-scared when if she slips the handle will be the first thing she hits
-wants to return product
-ref to AGITH Remodeling

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JACUZZI006262

REV JACUZZI006362



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Robert Bair

Account Name	Robert Bair	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	7/28/2016	Contact Type	
Last Survey Sent	6/28/2016	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(814) 542-3428
RealZip	83246	Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email	patbob32@yhao.com	Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006263

REV JACUZZI006363

APEN 1219

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error Emails ☐Receive SmartTub
Reminder Emails ☐

SmartTub InformationIoT Contact ☐Pardot URL [http://pi.pardot.com/prospect/read?
id=9931678](http://pi.pardot.com/prospect/read?id=9931678)App Push Opt Out ☐

Pardot ID 9931678

Terms of Service Opt
Out ☐

IoT Owner Id

Address Information

Address 1

Mailing Address Ketchum, 83246
United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City

Nearest Spa Service
Center Map Closest Spa Service Center

State

Nearest Bath Service
Center Map Closest Bath Service Center

Zip

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create DateFrom Converted Lead ☐

Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing CloudIsAccountMKGConnector ☐

JACUZZI006264

REV JACUZZI006364

APEN 1220

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Email

System Information

Created By	Veltig, 11/30/2016 10:40 PM	Account Owner	Megan Davis
Last Modified By	Rollup Helper, 6/15/2019 1:22 AM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History


Outbound Consumer

Name **Robert Bair**

JACUZZI006265

REV JACUZZI006365

APEN 1221

Related To **00378986**
Task 
Due Date **6/23/2016**
Assigned To **Deborah Nuanes**
Last Modified Date/Time **6/23/2016 3:45 PM**
Comments **LVM to advise that Huntington Brass will be sending a warranty part to you.**

Cases**00378986**

Contact Name **Robert Bair**
Subject **Huntington Brass to send parts under warranty. Broke the hand held shower**
Priority **Medium**
Date Opened **6/13/2016**
Status **Closed**
Owner **Megan Davis**
Description **- he slipped int he tub and accidentally broke the hand held sprayer**
- Will see if HB can send a goodwill hand held

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003474

003474

JACUZZI006266

REV JACUZZI006366



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Robert Thwaites

Account Name	Robert Thwaites	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time	3/2/2018	Contact Type	Consumer
Last Survey Sent	1/31/2018	Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	6096490124
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases	0		
Total Contact Cases	0		
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty	0		
HaveSpaWarranty	0		

Consumer Preference Center

Email		Mobile	(609) 871-5876
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input checked="" type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006267

REV JACUZZI006367

APEN 1223

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error Emails ☐Receive SmartTub
Reminder Emails ☐

SmartTub InformationIoT Contact ☐

Pardot URL

App Push Opt Out ☐

Pardot ID

Terms of Service Opt
Out ☐

IoT Owner Id

Address Information

Address 1 11 glenveiw ln

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City Willingboro

Nearest Spa Service
Center Map Closest Spa Service Center

State NJ

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 08046

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create DateFrom Converted Lead ☐

Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing CloudIsAccountMKGConnector ☐

JACUZZI006268

REV JACUZZI006368

APEN 1224

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Pardot Details

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You are linking to Salesforce account:

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Email

System Information

Created By	Veltig, 11/30/2016 10:19 PM	Account Owner	No Reply
Last Modified By	Rollup Helper, 6/15/2019 1:41 AM	Billing Address	United States
Serial #	LW50 BDMCL2	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

AGITH phone number

Name	Robert Thwaites
------	-----------------

JACUZZI006269

REV JACUZZI006369

APEN 1225

Related To **Robert Thwaites**
 Task ☒
 Due Date **1/19/2018**
 Assigned To **Abdiel Hernandez**
 Last Modified Date/Time **1/19/2018 10:45 AM**
 Comments **provided him with the phone number
888-926-8095**

Cases**00519023**

Contact Name **Robert Thwaites**
 Subject **tub still not repaired**
 Priority **Medium**
 Date Opened **1/19/2018**
 Status **Closed**
 Owner **Martin Guevara**
 Description **customer has several issues that have not been resolved:**
 1) 2 jets are not working - the bottom and one in the back. He tried adjusting them but its still has no pressure
 2) drain is not staying open. He has to hold the knob for it to drain. It wont stay on its own. He is not sure what is wrong with it
 3) he was told several times that someone would go out and add an extension to the handheld shower hose as the one he has is very short and he has back problems and it cannot reach out far enough to clean him. He has been complaining about this for months and no results

00312369

Contact Name **Robert Thwaites**
 Subject **Having a problem getting in and out walk-in tub**
 Priority **Medium**
 Date Opened **6/22/2015**
 Status **Closed**
 Owner **Porsche Smith**
 Description **-ref to A.I.T.H re modelers**

00378928

Contact Name **Robert Thwaites**
 Subject **slippery bottom**
 Priority **Medium**
 Date Opened **6/13/2016**
 Status **Closed**
 Owner **Martin Guevara**
 Description **has had walk in tub for a while
can't find model or serial number
had a stroke so can look for it
tub is slippery. He falls . He was told by Shawn from AITHR that someone would go out but they never showed up**

00379327

Contact Name **Robert Thwaites**
 Subject **Needs service**
 Priority **Medium**
 Date Opened **6/14/2016**
 Status **Closed**
 Owner **Porsche Smith**
 Description **ref to a.i.t.h.**

003478

003478

JACUZZI006270

REV JACUZZI006370

APEN 1226

00407563

Contact Name	Robert Thwaites
Subject	called about an extention for instalation
Priority	Medium
Date Opened	11/9/2016
Status	Closed
Owner	Richard Vest
Description	I think he want a shower extinsion, not sure I called AITH ,Rebecca, she said she would call him back Rebecca said he does not need an extention .

Warranties**LW50 BDMCL2**

Model	LW50959
Model Description	FS 5229 C LH SLN HTR SKT071318
Mfg Date	5/14/2015
Installation Date	5/15/2015

Assets**LW50 BDMCL2**

Serial Number	LW50 BDMCL2
Install Date	5/15/2015
Quantity	
Contact Name	Robert Thwaites
Status	
Competitor Asset	<input type="checkbox"/>
Description	

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JACUZZI006271

REV JACUZZI006371



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Suzanne Murphy

Account Name	Suzanne Murphy	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time		Contact Type	
Last Survey Sent		Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	(301) 968-1321
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006272

REV JACUZZI006372

APEN 1228

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 8300 Burdette Road #512

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City Bethesda

Nearest Spa Service
Center Map Closest Spa Service Center

State Maryland

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 20817

Country USA

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006273

REV JACUZZI006373

APEN 1229

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Pardot Details

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Verify your Pardot account – just this once!

You are linking to Salesforce account:

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Email

System Information

Created By	Veltig, 11/30/2016 10:48 PM	Account Owner	Brenda Thomas
Last Modified By	Katie Gaita, 10/2/2018 9:58 PM	Billing Address	United States
Serial #		Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

2015-04-14 13:32:01

Name	Suzanne Murphy
------	----------------

JACUZZI006274

REV JACUZZI006374

APEN 1230

Related To **00239736**
 Task ☒
 Due Date **4/14/2015**
 Assigned To **Dwayne Joyner**
 Last Modified Date/Time **4/14/2015 10:50 AM**
 Comments

2014-09-25 10:09:43

Name **Suzanne Murphy**
 Related To
 Task ☒
 Due Date **9/25/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/25/2014 10:17 AM**
 Comments

2014-08-01 11:10:04

Name **Suzanne Murphy**
 Related To
 Task ☒
 Due Date **8/1/2014**
 Assigned To **Brenda Thomas**
 Last Modified Date/Time **8/1/2014 8:14 AM**
 Comments

Other

Name **Suzanne Murphy**
 Related To **00238259**
 Task ☒
 Due Date **8/1/2014**
 Assigned To **Brenda Thomas**
 Last Modified Date/Time **8/1/2014 7:38 AM**
 Comments **walk in tub floor is very slippery.
 one year old
 does not use anymore**

2014-08-01 10:31:43

Name **Suzanne Murphy**
 Related To
 Task ☒
 Due Date **8/1/2014**
 Assigned To **Brenda Thomas**
 Last Modified Date/Time **8/1/2014 7:37 AM**
 Comments

Notes & Attachments

Slippery Tub IAPMO6262013

Type **File**
 Owner **Brenda Thomas**
 Description **<p></p>**
Download
 Related To **Suzanne Murphy**

JACUZZI006275

REV JACUZZI006375

APEN 1231

Cases

00238259

Contact Name	Suzanne Murphy
Subject	Floor in tub is very slippery
Priority	Medium
Date Opened	8/1/2014
Status	Closed
Owner	General
Description	Floor slippery. She hasn't used in a year.

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003484

003484

JACUZZI006276

REV JACUZZI006376



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SUZANNE MURPHY

Account Name	SUZANNE MURPHY	Account Record Type	Person Account
Customer Number		Account Type	
Last Survey Sent Plus Buffer Time		Contact Type	
Last Survey Sent		Last Stay-in-Touch Save Date	
Formatted Today Date	2019-08-12	Home Phone	
RealZip		Phone	3019681321
RealZip		Skype ID	
Distance Data Status		Skype Link	
OLD Brand		Warranty Email	
Event		Warranty Phone#	(301) 968-1321
Prospectid		Active Dealer Contact	<input type="checkbox"/>
TAG	<input type="checkbox"/>	Lead Source	
Total Person Account Cases			
Total Contact Cases			
Total Cases	0		
First Opportunity Create Date			
HaveSpaWarranty			
HaveSpaWarranty			

Consumer Preference Center

Email		Mobile	
JHT Email Opt Out	<input type="checkbox"/>	JHT Mobile	
SS Email Opt Out	<input type="checkbox"/>	JHT SMS Opt In	<input type="checkbox"/>
D1 Email Opt Out	<input type="checkbox"/>	SS Mobile	
TS Email Opt Out	<input type="checkbox"/>	SS SMS Opt In	<input type="checkbox"/>
Email Opt Out	<input type="checkbox"/>	D1 Mobile	
Declined to provide Email	<input type="checkbox"/>	D1 SMS Opt In	<input type="checkbox"/>
		TS Mobile	
Fax		TS SMS Opt In	<input type="checkbox"/>
Fax Opt Out	<input type="checkbox"/>	Mobile Opt Out	<input type="checkbox"/>
		Do Not Call	<input type="checkbox"/>

Email Settings

JACUZZI006277

REV JACUZZI006377

APEN 1233

Brand

OLDReceive Smart
Tub EmailsReceive SmartTub
Error EmailsReceive SmartTub
Reminder Emails

SmartTub Information

IoT Contact



Pardot URL

App Push Opt Out



Pardot ID

Terms of Service Opt
Out

IoT Owner Id

Address Information

Address 1 8300 BURDETTE ROAD #512

Mailing Address United States

Address 2

Nearest D1 ISP Map Map Closest ISP (D1)

City BETHESDA

Nearest Spa Service
Center Map Closest Spa Service Center

State MD

Nearest Bath Service
Center Map Closest Bath Service Center

Zip 20817

Country

Lead Conversion StatisticsInitial Lead Created
DateLast Lead Converted
DateInitial Lead Converted
TypeLast Lead Converted
TypeLast Opportunity
Create Date

From Converted Lead



Additional Information

Salesperson Code

Class Code

Salesperson Name

Class Code
Description

Activity Code

Channel Code

Territory Code

Channel Description

Territory Description

Regional Manager
Email

Marketing Cloud

IsAccountMKGConnector



JACUZZI006278

REV JACUZZI006378

APEN 1234

[Send Marketing Cloud Email](#)
[View Marketing Cloud Analytics](#)
[Marketing Cloud Unsubscribe](#)

Pardot Details

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Verify your Pardot account – just this once!

You are linking to Salesforce account:

When connected, user logs in to Pardot via Salesforce.

Email

System Information

Created By	Veltig, 11/30/2016 4:04 AM	Account Owner	No Reply
Last Modified By	Veltig, 12/14/2016 10:33 PM	Billing Address	United States
Serial #	LW50 BDGK26	Shipping Address	United States
IsAccountMKGConnectorSandbox	<input type="checkbox"/>		
MKGCloudTEST	<input type="checkbox"/>		

Custom Links

[Google Maps](#)

Activity History

Other

Name | SUZANNE MURPHY

JACUZZI006279

REV JACUZZI006379

APEN 1235

Related To **00311283**
 Task ☒
 Due Date **7/15/2015**
 Assigned To **Richard Vest**
 Last Modified Date/Time **7/15/2015 9:14 AM**
 Comments **gave her AITH Ph #, floor to slick**

2015-04-14 10:41:08

Name **SUZANNE MURPHY**
 Related To **00239736**
 Task ☒
 Due Date **4/14/2015**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **4/14/2015 10:43 AM**
 Comments

inbound consumer

Name **SUZANNE MURPHY**
 Related To **00239736**
 Task ☒
 Due Date **9/25/2014**
 Assigned To **Deborah Nuanes**
 Last Modified Date/Time **9/25/2014 10:25 AM**
 Comments **Suzanne called requesting information regarding her tub being slipper. Told her about Solid Ste and gave her Ashley Davidson phone number. I told her this was not covered under warranty**

Cases

00239736

Contact Name **SUZANNE MURPHY**
 Subject **slippery floor**
 Priority **Medium**
 Date Opened **8/7/2014**
 Status **Closed**
 Owner **Richard Vest**
 Description **floor is slippery was not that way when she purchased the tub. She says Brenda told her to use Dawn soap to clean floor. talked to Megan and she said use Fantastic. that Dawn may leave a residue.**

00311283

Contact Name **SUZANNE MURPHY**
 Subject **slippery floor**
 Priority **Medium**
 Date Opened **6/15/2015**
 Status **Closed**
 Owner **Porsche Smith**
 Description **floor is slippery was not that way when she purchased the tub. She says Brenda told her to use Dawn soap to clean floor. talked to Megan and she said use Fantastic. that Dawn may leave a residue.**

Warranties

LW50 BDGK26

Model **LW50959**
 Model Description **FS 5229 C LH SLN HTR SKT WHT**
 Mfg Date **6/10/2013**
 Installation Date **6/3/2013**

JACUZZI006280

REV JACUZZI006380

APEN 1236

Assets

LW50 BDGK26

Serial Number	LW50 BDGK26
Install Date	6/3/2013
Quantity	
Contact Name	SUZANNE MURPHY
Status	
Competitor Asset	
Description	

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003489

003489

JACUZZI006281

REV JACUZZI006381

From: lopkhpahermon <lopkhpah@gmail.com>
To: Martinez, Audrey
CC: Rowan, Bob
Sent: 3/25/2015 5:38:39 PM
Subject: Re: Jacuzzi Walk In Tub ADA Contoured Seat Design and Grab Bars - Fairbanks Construction

Hi Audrey:

I want the contoured seat. That is why I purchased this tub for my Mom, along with all of the other amenities of your tub and the Jacuzzi name. I already provided you copies of the literature that I was provided prior to my purchase of the tub. It clearly states contoured, which is defined as "molded" or "formed". This is what I need. If I had known that your literature was false (whether intentional or not) at the time, I would not have purchased the tub, as it did not have the safety feature of an ADA complaint contoured seat. I do not see it to be unreasonable for Jacuzzi to purchase and install the tub that I had attached to the previous email. I am not requesting a free tub, just a tub that I paid for almost a year ago. It is Jacuzzi's complete discretion to honor my request or deny it. I cannot any fathom any reason that Jacuzzi could give to deny this request.

On Wed, Mar 25, 2015 at 5:17 PM, Martinez, Audrey <audrey.martinez@jacuzzi.com> wrote:

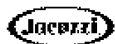
Hi Ms. Herman. I saw a note that Rick Ragle from Fairbanks Construction is scheduled to come out tomorrow, March 26. At this point this is the best solution we have to the problem you've reported. We are investigating and testing some other seat cushion solutions that we use in our outdoor hot tubs but do not have anything vetted out yet.

The image you sent is not a Jacuzzi product but is a tub made by our largest competitor, Premier Care in Bathing. We do not manufacture or have access to this model. The tub you have is the one referenced in the literature provided by Fairbanks Construction.

The solution that Mr. Ragle has is very safe and is the best solution we have to date. I'll look forward to hearing your feedback.

Audrey Martinez

Marketing Manager- Aging In Place Bathing



www.jacuzzi.com

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From: lopkhpahermon [mailto:lopkhpah@gmail.com]
Sent: Wednesday, March 25, 2015 1:48 PM
To: Martinez, Audrey

JACUZZI006282

REV JACUZZI006382

APEN 1238

Cc: Rowan, Bob

Subject: Re: Jacuzzi Walk In Tub ADA Contoured Seat Design and Grab Bars - Fairbanks Construction

Good afternoon Audrey:

I am scheduled to have Fairbanks come out tomorrow. They were to confirm delivery of the part and installation time, but, I have not heard anything as of yet. I have been thinking about the product that you were so kind to send. However, I do not believe this will solve the problem. It is not my intention to place a molded seat on top of the tubs existing seat. This will not be safe for my Mom. Her safety is my only priority.

I went back over the Jacuzzi literature that I was provided, and located yet another brochure, that was given to me at the time of my purchase of the tub, published by Jacuzzi specifying and identifying the existence of an ADA-compliant contoured seat design. I have attached the copy of Jacuzzi's brochure and another copy of the advertisement that you had stated was created by Fairbanks.

When I spoke with Bob, he informed me that he would rectify this situation to my satisfaction.

All I want is what I purchased, a cream/biscuit colored walk in jacuzzi tub with Air Therapy; Hydro Therapy; Aroma Therapy; Chroma Therapy; low entry way; wide door with knee cut out; non-skid floor; anti-scald water valves; inline heater; (2) grab bars; operational faucets in placed in the correct location; and all of the other amenities that were promised to me at the time of the purchase of your tub.

I have attached a picture of the tub that has all of the features of the Jacuzzi tub, including the contoured seat. The name and manufacturer of the tub is Blue Springs by Premier Care.

Thank you.

Patricia

On Tue, Mar 17, 2015 at 11:31 AM, Martinez, Audrey <audrey.martinez@jacuzzi.com> wrote:

The mat is the most slip resistant, nonabrasive material that we have found that works on our products.

We do not offer any kind of molded seat insert but I have seen things at trade shows like these:

http://www.pattersonmedical.com/app.aspx?cmd=get_subsections&id=57694

JACUZZI006283

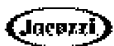
REV JACUZZI006383

APEN 1239

Maybe something like this is what you're looking for? These could be used on top of the mat I'm sending.

Audrey Martinez

Marketing Manager- Aging In Place Bathing



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From: Patricia K. Herman, Esquire [mailto:lopkhpa@gmail.com]

Sent: Monday, March 16, 2015 7:12 PM

To: Martinez, Audrey

Subject: Re: Jacuzzi Walk In Tub ADA Contoured Seat Design and Grab Bars - Fairbanks Construction

Good evening Audrey

I apologize for the late email. However, I wanted to make sure that you were aware that my Mother is in a wheelchair and is not weight bearing on her feet. Hence my need for the contoured seat. I do not know if the mat is contoured? I need her hips to be secured on the seat. Do you have any seat inserts that are contoured/molded? That may work. Thank you again for all of your attention and assistance.

~ Tricia ~

Sent from my iPad

On Mar 16, 2015, at 5:27 PM, Martinez, Audrey <audrey.martinez@jacuzzi.com> wrote:

They should receive the mat by the end of the day Wednesday. I'll ask them to contact you to set up an appointment.

Audrey Martinez

Marketing Manager- Aging In Place Bathing

JACUZZI006284

REV JACUZZI006384

APEN 1240

<image001.jpg>

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From: lopkha herman [mailto:lopkha@gmail.com]

Sent: Monday, March 16, 2015 2:07 PM

To: Martinez, Audrey

Subject: RE: Jacuzzi Walk In Tub ADA Contoured Seat Design and Grab Bars - Fairbanks Construction

Good afternoon Audrey. When will Rick be coming out?

On Mar 16, 2015 3:14 PM, "Martinez, Audrey" <audrey.martinez@jacuzzi.com> wrote:

Hi Ms. Herman- I have a custom made piece of a new non slip surface material on its way to Rick Ragle at Fairbanks Construction. It is die cut to fit the seat of your tub and is nonabrasive while offering excellent slip resistance. They will remove the existing coating and apply the new mat. I think it will solve the problem you are having. Please let me know!

Audrey Martinez

Marketing Manager- Aging In Place Bathing

<image001.jpg>

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From: Patricia K. Herman, Esquire [mailto:lopkha@gmail.com]

Sent: Monday, March 16, 2015 9:48 AM

To: Rowan, Bob

Cc: Martinez, Audrey

Subject: Re: Jacuzzi Walk In Tub ADA Contoured Seat Design and Grab Bars - Fairbanks Construction

JACUZZI006285

REV JACUZZI006385

APEN 1241

Good morning Bob,

I have attached pictures of my Moms tub after installation by Fairbanks Construction. The bathroom has sat in this condition since July 2014. I also attached pictures of the seat with adhesive and the faucet and shower wand in contiunal operation.

I saw a few tubs with contoured seats that i will send in a separate email. I am trying to postpone construction as long as I can. Thank you so much for your help.

<image002.jpg>

<image003.jpg>

<image004.jpg>

<image005.jpg>

<image006.jpg>

<image007.jpg>

<image008.jpg>

~ Tricia ~

Sent from my iPad

On Mar 12, 2015, at 12:52 PM, Rowan, Bob <Bob.Rowan@jacuzzi.com> wrote:

Hi Patricia,

I spoke with Audrey Martinez who manages our walk-in bathtub business. She is running some possible options to fix your problem and will be in touch with you shortly if she hasn't already. We will do our best to make sure you and your mom are happy with this product as quickly as possible!

Thanks, we'll be in touch soon.

Best regards,

Bob

Bob Rowan

President and CEO

Jacuzzi Group Worldwide

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

JACUZZI006286

REV JACUZZI006386

APEN 1242

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From: "Patricia K. Herman, Esquire" <lopkhpa@gmail.com>
Date: Thu, 12 Mar 2015 07:00:56 -0700
To: "Rowan, Bob" <bob.rowan@jacuzzi.com>
Subject: Fwd: Jacuzzi Walk In Tub ADA Contoured Seat Design and Grab Bars - Fairbanks Construction

~ Tricia ~

Sent from my iPad

Begin forwarded message:

From: lopkhpa herman <lopkhpa@gmail.com>
Date: February 25, 2015 at 1:13:18 PM EST
To: deborah.nuanes@jacuzzi.com
Subject: Jacuzzi Walk In Tub ADA Contoured Seat Design and Grab Bars - Fairbanks Construction

Please see paragraph 4.

--

Patricia K. Herman, Esquire

Law Office of Patricia K. Herman, P.A.

1631 Rock Springs Road, #305

Apopka, Florida 32712-2229

407-682-7879

407-630-8805 (Facsimile)

Service E-Mail: service2lopkhpa@gmail.com

General E-Mail: lopkhpa@gmail.com

003495

003495

JACUZZI006287

REV JACUZZI006387

APEN 1243

--

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--

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407-682-7879407-630-8805 (Facsimile)Service E-Mail: service2lopkhpa@gmail.comGeneral E-Mail: lopkhpa@gmail.com

003496

003496

JACUZZI006288

REV JACUZZI006388

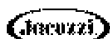
APEN 1244

From: Reyes, Regina </O=JACUZZI ORGANIZATION/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=RREYES>
To: Monique Trujillo; First Street Support
CC: Todd Stout; Norm Murdock; Davis, Megan; Bachmeyer, Kurt
Sent: 3/6/2013 7:54:13 PM
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@aihremodelers.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
AITHR 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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JACUZZI006289

REV JACUZZI006389

APEN 1245

in any manner.

003498

003498

JACUZZI006290

REV JACUZZI006390

APEN 1246

From: Norm Murdock <norm.murdock@aihremodelers.com>
To: Martinez, Audrey
Sent: 7/12/2013 10:42:08 PM
Subject: Re: Dream Room

Sure! My son & I for sure. Thx!

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 12, 2013, at 12:36 PM, "Martinez, Audrey" <audrey.martinez@jacuzzi.com> wrote:

Thanks Norm. Nice to see you as well!

I will review everything with Ray on Monday and let you know of any changes, but I think we can accommodate all of this.

P.S.- we have a few extra tickets to the Rockies game on Sunday the 28th. Any chance you and your family could join us?

Audrey Martinez
 Marketing Manager- Aging In Place Bathing

<image001.gif>

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From: Norm Murdock [<mailto:norm.murdock@aihremodelers.com>]
Sent: Friday, July 12, 2013 11:22 AM
To: Martinez, Audrey
Cc: norm.murdock@aihremodelers.com
Subject: Dream Room

Hi Audrey-

Great visiting with you this week!

I just wanted to recap the plan for the conference "Dream Room" products:

- Tub to shower conversion prototype (fully featured) with product features on signboard on easel
 - o You will also send pictures of the assembled unit in Chino prior to shipment to hotel
- New & improved WIT with product features on signboard on easel + video loop of foot massaging jets. Tub features to include:
 - o New End Panel
 - o New Adjustable Anti Scald (sample)

JACUZZI006291

REV JACUZZI006391

APEN 1247

- New easy-to-adjust feet
 - Heated Seat (conceptual)
 - New & improved ¾" high flow faucet
 - ADA handle on overflow
 - New Door bumper (on door edge)
 - New & improved pneumatic push buttons (easier to push/less "sticking")
 - New spinning foot massaging jets (we would like to mount these 3" lower than the current location so homeowner does not have to lift legs to use...please confirm you can do this)
 - 2nd grab bar on tub shelf next to seat
 - New & improved skirt panel
 - New & improved door with easier to operate door closing mechanism
 - New & improved slip resistant bottom (samples)
- Jacuzzi toilet (I can pick up at Lowes)
 - Small & large tub concepts...perhaps on signboards on easels???

Please confirm all.

Thanks!

Norm Murdock, CAPS, CSA
Vice President

<image002.gif>

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

<image003.jpg>

003500

003500

JACUZZI006292

REV JACUZZI006392

APEN 1248

003500