

Tina Lee

From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Friday, March 25, 2022 9:58 AM
To: Richard Hicks; Tina Lee
Cc: Adam Colopy; Ryan Willis
Subject: [EXTERNAL]WO 16415

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Rick/ Tina,

I am not going to put this whole note in the tracker, but see Lindsays note below:

16415- Note from vendor I received today, we have also sent this over to Havtech to see if they can obtain info.."As of right now no new information. I started hitting a dead end on this so Scott McDonald (our inside sales rep for MD) was assisting me with trying to track this thing down. Unfortunately the people we are contacting are running into similar issues. Just like I was finding, they are tracing this unit back to a company called 'Envirotec' but they have been unable to cross any of the information off the unit to give us a replacement. I asked them if there was any additional information we could try to provide to help with finding a replacement even if it was not an identical unit but I haven't received a reply back. I just sent another email for follow up."

Thank you,
Mary Lowery
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