

Smart Level, supply sensors or I am redesigning the level

From: Mike East

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To: Andrew Spain (andrew@spainenterprise.com) <andrew@spainenterprise.com>; Don Qualls <dqualls@pentarinc.com>; Bill Dusinger <billd@pentarinc.com>

Cc: Dirk Warriner <Dirk.Warriner@Bayatronics.Com>

Subject: Smart Level, supply sensors or I am redesigning the level

You can ship BayaTronics 50 TE sensors and 50 All Sensors or **Monday I have another design team lined out to start switching over to another sensor.** You call. You have interfered with my efforts to purchase both sensors and LCDs from TTI. Your lack of communication, manipulation, and poor manufacturing processes are childish and unworthy of a 9001 rated company.

In my recent trips to Canada, St. Louis, and Chicago I have had serious manufacturing issues to deal with at every stop. This has been continual for the past 5 years.

Canada

Unilock, on top of everything else, reels were not lubricated and lock rings not installed properly. The cheap paper carrying case labels falling off.

GNH bad plumbing, case labels falling off.

Centura Flooring, air in line, cold solder joint. The zero-button stopped working in the middle of my presentation. I had to stop, give my apology speech which I have polished over the past 5 years, and get another level from the car. This is just one more reoccurring problem.

GeoSyn, 2 bad plumbing. I replaced them during the demo I was giving. After I got home Maurice, one of the customers that I replaced the display for, now has a power button not working. Another cold solder joint.

St. Louis

OCD Landscape, U-Level calibrated backwards, air in reservoir, carrying case label missing

John Betty, Geon Landscape, U-Level calibrated backwards

Chicago, Unilock

I gave a presentation in front of 30 U-Level users. The presentation went well aside from multiple previous customers that have all had issues. The head trainer for Unilock, Auggie Rodriguez, took me aside and confronted me saying, Mike thought we had these issues fixed. When I first came to Pentar, Unilock was ordering 200 levels/month. Pentar never came close to filling half of their orders.

2000 Industries, Previously my Texas distributor for Foundation Repair. At least 5 levels leaking the past 3 months and one of those returned to the wrong address. I had to fix this mess myself.

The continuous, non-ending manufacturing mistakes and intentional efforts to derail Smart Level's transition to another manufacturer are destroying my business and putting me under extreme stress! For the past 5 years I have not had a time when levels were manufactured without serious issues and shipped timely. I emphatically told Don Qualls nearly three years ago that no business could survive like this. Instead of getting better, it got worse.

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The price of the Rev H levels you have shipped with continuous problems will be renegotiated. I am not paying top dollar for inferior product.

Mike

This is what I have had to put up with for 5 continuous years.

