

From: Yorkshire EC office@yorkshireec.co.uk 
Subject: Re: ECB Treadmill follow up
Date: 10 September 2025 at 12:45
To: Ean Branston Ean@equinespa.com



Hi Ean,

There are still questions of mine without answers.
Can you please give them.

Also can you confirm exactly how you attained the figure of £105k and how exactly I would be expected to return in a workable condition when its yet to fully work and extensively documented as so

Gemma
Kind Regards,
Yorkshire EC
Laith Staid Lane,
Huddleston,
South Milford
Leeds
LS25 6JX
www.yorkshireec.co.uk

On 4 Sep 2025, at 12:40, Ean Branston <Ean@equinespa.com> wrote:

Hi Gemma,

Apologies for the delay in responding.

To clarify what will be changed -

1. replace water tanks and filtration.
2. replace the platform and step.
3. replace the doors.

D█ are now looking at end of November - this is due to no agreement being made after my last email (July 1st) or your reply (July 29th). The longer this goes on, without an agreement, the more the date will be pushed back , I am afraid.

If the works are done, I will be happy to give you a 2 year warranty on the parts changed - doors, steps, platform, tanks and filtration. This basically covers most of the machine anyway.

I beleive ████ and ████ have looked at the belt and have no concerns over it.

My concern, which I have already told you, is that the doors, filtration, steps and platform will be replaced with the same design you had on installation. I worry you will not like these and we will be in the same postion. Maybe you could let me know how you find the platform (adapted specifically for you). Richard mentioned some changes being made, by D█ yesterday. I understand these may take a while to take effect but i would appreeciate any feedback you have.

If you are not happy with the above, I am prepared to offer you £105,000 plus VAT to take the machine back. I have taken in to account the hours it has done and I beleive this is more than far. This would be based on you providing a loader for removal etc and the machine being in a workable condition.

If you could let me know once you have had time to think it over.

Regards

Ean



ECB Cold Spa

Bourton Hill Farm

Bourton on the Water

Cheltenham

Gloucestershire

GL54 2LF

Office: +44 (0) 1451 822969

Mobile: +44 (0) 7778 912764

[visit our website](#)

From: Yorkshire EC <office@yorkshireec.co.uk>
Sent: Tuesday, July 29, 2025 12:38
To: Ean Branston <Ean@equinespa.com>
Cc: Richard Norden <Richard@equinespa.com>
Subject: Re: ECB Treadmill follow up

Dear Ean,

I want to begin by acknowledging that my own delay in replying was due to a recent hospital visit following an accident, which I have already explained to Richard. That said, we are now approaching August, and I would like to address the situation with clarity so that there is no room for misinterpretation going forward.

I have re-read your reply of 1st July and, while I appreciate some effort was made to respond, it still falls short of answering the specific and reasonable questions I raised. Many points remain vague or deflected, which only prolongs this already frustrating process.

While I remain willing to work towards resolution, your latest reply places me in a difficult position and risks closing down the space for genuine progress. I want to be completely transparent: my only goal is to have a treadmill that performs as described, marketed and expected. Nothing more, nothing less.

To that end, I now ask for the following as a matter of urgency and professional clarity:

1. What Has Already Been Addressed vs What Is Still Outstanding

Please confirm in writing which elements of the original "Are You Ready" email list and specification you believe have already been fully resolved or modified, and which specific works are still to be completed in October. I would like this set out clearly so there is no confusion as to what is being delivered, and what will constitute a complete and final resolution.

2. Timing of October Works

Please confirm whether the works are scheduled for the beginning, middle, or end of October. I need this clarified in writing so I can plan accordingly. Vague references to "October" are no longer sufficient given how long this has been ongoing.

3. Refund Position if October Works Fail

I have asked several times: if the works are not completed to specification by the agreed date, or the machine continues to underperform (particularly with the filtration), will ECB take the machine back and issue a full refund?

You have not yet given a direct answer. I ask again for a clear commitment on this point. I understand you may be concerned that I will never be happy, but if I receive a machine that meets the advertised standard of market-leading filtration and build quality, I will have no reason to remain dissatisfied. I expect the delivered product to reflect your marketing claims.

4. Warranty Confirmation

You previously confirmed verbally that a full two-year warranty would start from the date all agreed works are completed. In your written reply, however, this was diluted to "parts replaced."
Please confirm that the full machine will be covered by a two-year warranty from the date the October works are completed.

5. Treadmill Belt – Ongoing Issue

As already raised with [REDACTED] I am seeing repeated chunks of black rubber floating in the water. These are not brought in by horses and appear to be degrading from the treadmill belt itself. Please add this to the list of items requiring formal inspection and resolution in October. I am concerned about premature wear or a possible defect.

6. Settlement Based on Usage

Your previous suggestion to calculate a reduced refund based on hours of use is inappropriate given the facts. The treadmill has never functioned correctly from day one. There has been no working filtration for most of this year, and multiple other core features have been non-functional or unfit for purpose. It has only been used out of necessity, not satisfaction, and certainly not acceptance.

Please explain how you believe a reduced refund based on hours used could be justified under these circumstances.

7. Compensation

You have offered nothing by way of meaningful compensation for the months of disruption, income loss, reputational impact, and wasted time this ongoing issue has caused. Suggesting social media promotion as an alternative to actual redress is, frankly, insulting.

ECB has made public claims to be the "market leader" with the "best machine on the market." In reality, I have been supplied with a machine that was not ready for market use, and I was not made aware that I was effectively receiving a test model.

I am therefore asking again: what financial or contractual compensation are ECB prepared to offer in recognition of the issues suffered as a result of this situation?

On that note, I would also like to address the offer of social media promotion. While I appreciate the gesture in theory, in practice this is not a form of compensation that holds tangible value. The vast majority of horse owners seeking water treadmill services do not consult the equipment manufacturer to find a provider. It is no different to someone needing a taxi; they do not go to the car manufacturer's website to find one.

Clients are looking for trust, results, and the right care, not branding. A mention on ECB's social media is not going to undo the frustration and disruption caused over the past year.

Next Steps

I want to resolve this fairly and constructively. I also appreciate that, due to the timing of my injury, we are now closer to the proposed October works than we were when I last wrote. I am therefore prepared to proceed on the basis outlined above, but I will need the above confirmed in writing:

If this proposal is not acceptable to you, then to reiterate, I am fully prepared to take matters further through the appropriate legal and contractual channels. I remain confident in my position, and my finance provider, [REDACTED] is fully aware of the situation and the history of delays and faults. They have confirmed in writing that they are willing to waive remaining fees if a refund and settlement are agreed. There is therefore a clear route to resolve this cleanly, but I need ECB to engage constructively and provide the clarity requested above.

Kind regards,
Gemma Womersley

07748115588

On 1 Jul 2025, at 16:21, Ean Branston <Ean@equinespa.com> wrote:

Hi Gemma,

Apologies, last emailed missed some points,

1. If October comes and the works are not completed as promised, what is ECB's position? Will you be prepared to take the machine back and provide a full refund at that point? **The work will be completed. We do need in writing that you are prepared to accept this offer, otherwise it will get pushed back again. .**
2. If after the October works are completed, the filtration performance remains as it is currently (despite it being evident this is not due to my maintenance or operation), will you be prepared to take the machine back and provide a full refund at that stage? **We have installed 4 machines since yours with NO complaints on the level of filtration.**
3. Regarding the warranty, when you visited me in October you stated that you would be happy that the machine was covered by a full warranty.

stated that you would be happy that the two year warranty would start from when the agreed works were fully completed, even if this was only honoured by ECB not D██ to you. You also commented quite strongly at that visit, your choice of words being somewhat French, that the treadmill situation at that point was unacceptable. Please can you confirm that your position regarding the warranty remains the same? **We will warrant all parts that have been changed – pretty much the entire machine!**

4. Going forwards, if the October repairs are successful, what is ECB's position on typical turnaround times for service and future parts replacement? I understand that doors may not be a frequent replacement item, but in the event of a fault, damage or part failure in future, what level of service support can I expect? The current situation where I would be waiting four or more months is clearly not acceptable for a commercial machine. To be honest, it is hard to understand why repairs are taking as long as it would take to build a completely new machine. **We hold the majority of parts in stock so I would like to think the time frame will be greatly reduced. The reason yours has taken longer is for two reasons. Firstly, you have not agreed at any time to move forward as suggested. This has meant XXX/ECB have committed to other customers. Secondly the extent to which we are replacing parts. We are also trying to make alterations to your machine that we wouldn't do with any other customer.**

5. Finally, I must raise the issue of compensation. The treadmill has not provided the value promised to me since delivery, and whilst I have expressed the Boys have been lovely themselves, the reality of customer service throughout has been poor. ECB advised and markets that this is the best treadmill on the market and that the price reflected this. Your website literally states "market leaders and why we are the best" So far that has not been my experience and I do not feel that I have seen value for money. I have lost income, time, and at times business reputation. While I understand ECB feel this situation has cost you as well, it is important to recognise the impact on me and my business. ECB have been the ones in the driving seat here, my wishes have been unchanged. I would like to understand what ECB propose to do to address this. **We pride ourselves as being the best on the market and stand by that. We are happy to make the replacements as discussed. We hope we can then move forward. We are happy to help promote your machine through social media if that helps. This may help build your business appropriately.**

"We are slightly conscious that although changing the doors and step, you will be receiving the same system in its place. We have moved the stop buttons, as requested, although no other machine has mentioned having issues and we have added a cover to the platform, again a one off. So I do believe we have gone above and beyond to make the machine more workable for you. As soon as the replacement Ozone part comes in D██ will be up to replace. " The ozone has been returned to the supplier and we are awaiting for it be returned. **As I have said previously, we have sold 69 machines and not a single customer has requested the buttons to be moved, issues with the platform, issues with the front and back bars. My point is that we will replace parts that are not working but we will not redesign each machine to suit each customer, Sadly this is not achievable.**

Both [REDACTED] and [REDACTED] know of others that have experienced accidental issues with the stop button, [REDACTED] [REDACTED] have had issues and you yourself on climbing the platform the FIRST thing that happened was that you caught the stop button with your tummy! Whilst having a chuckle and "I see what you mean"

"Operator platform could do with been solid rubber /plate and braced from each end to prevent sagging. due to lack of rigidity. This is already happening and is concerning for its longevity. D [REDACTED] HAS AGREED THIS IS A GOOD IDEA AND ALL FUTURE TREADMILLS (INC YOURS) WILL HAVE A SOLID FLOOR. THIS WILL ALSO HELP TO CANCEL OUT SOME OF THE NOISE. " - I since understand that this changed to being made to be an available extra on new orders at a cost of circa £360? **Not sure where this has come from – We don't offer any additional extras.**

Additionally, I would like to make my position very clear in respect of the finance agreement. My finance provider ([REDACTED] [REDACTED]) is fully aware of the situation and I have discussed the potential outcomes with them. They are willing to waive any remaining fees if a refund and settlement are agreed, as they too wish to avoid court action in this instance. Therefore, there is a clear path to resolve this matter cleanly if ECB are prepared to do so.

For absolute clarity, my goal remains exactly as it always has been. I want a treadmill that performs fully and reliably to the specification advertised and sold to me. That is what I expected from day one and that remains the basis on which I will decide whether the outcome in October is acceptable. If these matters cannot be resolved properly and fairly, I will reserve my full rights to take further action.

The alternative to the above is – we look at how many hours you have done on the machine and work out a settlement figure.

Regards

Ean

LOGO WHITE1



Bourton Hill Farm
Bourton on the Water
Cheltenham
Gloucestershire
GL54 2LF

Office: [+44 \(0\) 1451 822969](tel:+441451822969)
Mobile: [+44 \(0\) 7778 912764](tel:+441451822969)

From: Yorkshire EC <office@yorkshireec.co.uk>

Sent: Tuesday, July 1, 2025 11:50:32 AM

To: Ean Branston <Ean@equinespa.com>; Richard Norden
<Richard@equinespa.com>

Subject: Fwd: ECB Treadmill follow up

Hello.

Just chasing response.

Gemma

Kind Regards,
Yorkshire EC
Laith Staid Lane,
Huddleston,
South Milford
Leeds
LS25 6JX
www.yorkshireec.co.uk

Begin forwarded message:

From: Yorkshire EC <office@yorkshireec.co.uk>
Date: 23 June 2025 at 10:33:56 BST
To: Ean Branston <Ean@equinespa.com>
Subject: Fwd: ECB Treadmill follow up

Hi Ean,

Just chasing up on my email from the 12th - I've not had a response yet and wanted to check if you'd had chance to look at it?

Would really appreciate an update when you're able.

Best wishes,
Gemma

Kind Regards,
Yorkshire EC
Laith Staid Lane,
Huddleston,
South Milford
Leeds
LS25 6JX
www.yorkshireec.co.uk

Begin forwarded message:

From: Yorkshire EC <office@yorkshireec.co.uk>
Date: 12 June 2025 at 12:20:16 BST
To: Ean Branston <Ean@equinespa.com>
Subject: Re: ECB Treadmill

Dear Ean

Thank you for your recent email. I would like to respond fully and clearly, as I am concerned that some points are being misrepresented, and I want to be completely transparent about my position moving forward. Firstly, I have never refused repairs or delayed progress on this machine. In fact, I have repeatedly asked for clear dates from D [REDACTED] and ECB so that I can plan what my next steps would be, whether that was accept them or try a different resolution. This is well documented, including in my January emails requesting exact repair dates, and again in December when I asked for clarity after the earlier suggestion of a replacement machine was withdrawn. Along with many calls with Richard

For reference:

- On 1 November 2024 you stated ECB would provide a new build, which was later reversed.
- On 6 December 2024 I wrote to Richard stating I wanted a treadmill that worked properly and questioned why we were

back to a repair route after that earlier agreement.

- In January 2025 I requested actual confirmed dates from Dean via Richard, which were not provided.

Throughout this, I have only ever stated that I want a treadmill that works as advertised. I was not informed when ordering that I would be receiving a new model or effectively acting as a test case, as was evident at install with pit specs etc. D [REDACTED] later advised that the filtration and ozone system was being tested with my machine due to it being the first UK order for this configuration. This was never agreed by me and was not part of the original sale.

It is disappointing that ECB are now attempting to suggest delays are on my side, when the reality is I have been waiting for clear information and action throughout.

I therefore need to ask the following:

1. If October comes and the works are not completed as promised, what is ECB's position? Will you be prepared to take the machine back and provide a full refund at that point?
2. If after the October works are completed, the filtration performance remains as it is currently (despite it being evident this is not due to my maintenance or operation), will you be prepared to take the machine back and provide a full refund at that stage?
3. Regarding the warranty, when you visited me in October you stated that you would be happy that the two year warranty would start from when the agreed works were fully completed, even if this was only honoured by ECB not D [REDACTED] to you. You also commented quite strongly at that visit, your choice of words being somewhat French, that the treadmill situation at that point was unacceptable. Please can you confirm that your position regarding the warranty remains the same?
4. Going forwards, if the October repairs are successful, what is ECB's position on typical turnaround times for service and future parts replacement? I understand that doors may not be a frequent replacement item, but in the event of a fault, damage or part failure in future, what level of service support can I expect? The current situation where I would be waiting four or more months is clearly not acceptable for a commercial machine. To be honest, it is hard to understand why repairs are taking as long as it would take to build a completely new machine.
5. Finally, I must raise the issue of compensation. The treadmill has not provided the value promised to me since delivery, and whilst I have expressed the Boys have been lovely themselves, the reality of customer service throughout has been poor. ECB advised and markets that this is the best treadmill on the market and that the price reflected this. Your website literally states "market leaders and why we are the best" So far that has not been my experience and I do not feel that I have seen value for money. I have lost income, time, and at times business reputation. While I understand ECB feel this situation has cost you as well, it is important to recognise the impact on me and my business. ECB have been the ones in the driving seat here, my wishes have been unchanged. I would like to understand what ECB propose to do to address this.

I would also note that the current suggestion that ECB/D [REDACTED] has been waiting on me to decide how to proceed does not reflect the actual sequence of events. In light of ECB's second retraction of its previous offers to replace and then to return the machine, I have simply been asking for solid dates and commitments, not moving timescales that are later blamed on me. Virtually every issue with this machine has involved delays, and I have wanted to ensure that would not continue to be the case. Yet again this has happened. I notified Richard in March that I was having issues with the sander/ozone unit, and nothing was done until I insisted that D [REDACTED] attend. He attended on 19 May and found a fault with the unit, which was subsequently removed. This example reflects the pattern of delays I have faced, and it is unreasonable to suggest that I am the cause of progress not being made.

"We are slightly conscious that although changing the doors and step, you will be receiving the same system in its place. We have moved the stop buttons, as requested, although no other machine has mentioned having issues and we have added a cover to the platform, again a one off. So i do believe we have gone above and beyond to make the machine more workable for you. As soon as the replacement Ozone part

machine that is replaced every year is seen as the replacement being part of the machine. D [REDACTED] will be up to replace. "

Both [REDACTED] and [REDACTED] know of others that have experienced accidental issues with the stop button, [REDACTED] have had issues and you yourself on climbing the platform the FIRST thing that happened was that you caught the stop button with your tummy! Whilst having a chuckle and "I see what you mean"

"Operator platform could do with been solid rubber /plate and braced from each end to prevent sagging. due to lack of rigidity. This is already happening and is concerning for its longevity. D [REDACTED] HAS AGREED THIS IS A GOOD IDEA AND ALL FUTURE TREADMILLS (INC YOURS) WILL HAVE A SOLID FLOOR. THIS WILL ALSO HELP TO CANCEL OUT SOME OF THE NOISE. " - I since understand that this changed to being made to be an available extra on new orders at a cost of circa £360? Additionally, I would like to make my position very clear in respect of the finance agreement. My finance provider [REDACTED] is fully aware of the situation and I have discussed the potential outcomes with them. They are willing to waive any remaining fees if a refund and settlement are agreed, as they too wish to avoid court action in this instance. Therefore, there is a clear path to resolve this matter cleanly if ECB are prepared to do so.

For absolute clarity, my goal remains exactly as it always has been. I want a treadmill that performs fully and reliably to the specification advertised and sold to me. That is what I expected from day one and that remains the basis on which I will decide whether the outcome in October is acceptable. If these matters cannot be resolved properly and fairly, I will reserve my full rights to take further action.

I look forward to your full and clear response to all of the above points. I am not prepared to move forward without this clarity in writing, and I trust you will appreciate why this is necessary given the history to date.
Regards
Gemma

On 10 Jun 2025, at 09:47, Ean
Branston <Ean@equinespa.com>
wrote:

Good morning Gemma,

We have had several discussions regarding your machine.

I understand you are not happy with the lead time of November. We have managed to get this to October of this year.

To do the following -

1. replace water tanks and filtration.
2. replace the platform and step.
3. replace the doors.

We are slightly conscious that although changing the doors and step, you will be receiving the same system in its place. We have moved the stop buttons, as requested, although no other machine has mentioned having issues and we have added a cover to the platform, again a one off. So i do believe we have gone above and beyond to make the machine more workable for you. As soon as the replacement Ozone part comes in D [REDACTED] will be up to replace.

I think we all would like to draw a line on this situation, our ultimate goal is to make you happy with your ECB machine.

We will need an answer asap to secure this with D [REDACTED], otherwise, we will be in the same situation of getting longer lead times.

Kind Regards

Ean Branston



ECB Cold Spa

Bourton Hill Farm
Bourton on the Water
Cheltenham
Gloucestershire
GL54 2LF

Office: +44 (0) 1451 822969
Mobile: +44 (0) 7778 912764

[visit our website](#)