

From: Yorkshire EC office@yorkshireec.co.uk
Subject: Yorkshire EC
Date: 23 September 2024 at 15:48
To: Richard Norden Richard@equinespa.com



Hi Richard,

Following up from our recent conversations, Adam and I have had an in-depth discussion over the weekend, and we both really want to see this work out successfully.

This week, we're going to do our best to focus on positives and run some more tests. I'll start by draining the tank water today, refilling it, and testing again. I'll also run the treadmill directly from the hose for comparison, which may give us some useful insights. Of course, I'm mindful of the tank levels as we do this.

That being said, we need to bring these ongoing issues to a resolution soon. We're at the point where we must either solve the problems or consider our options.

Before we reach that stage, I'd like to propose the following actions:

1. **Door Mechanisms:** Please arrange for ECB or DC to replace the front and rear door mechanisms entirely—not just keep trying to fix them—or replace the full doors if necessary.
2. **Gas Struts:** Install the proposed gas struts on the treadmill platform as discussed.
3. **Tank Leaks:** The leaks from the tanks must be stopped, and the issues with the tank itself (including the 'patch job') should be properly addressed.
4. **Stop Buttons:** Confirm if ECB will be repositioning the stop buttons, as previously mentioned.

Regarding the high-frequency noise, I have expressed my concerns about the inconsistency, regardless of speed or load. Adam is staying positive and has resorted to using noise-cancelling headphones when working on the treadmill. However, I need to feel confident that the inverter/motor is not faulty, especially given the significant investment. Although I'm aware of the warranty, I need reassurance that this won't become a failure point in the near future.

It would be helpful if SEW and D[REDACTED] could provide their input and confirm that everything is functioning as expected. I understand D[REDACTED]'s trip to the US may affect timing, but we need to establish a clear deadline for resolving these issues.

I propose a **two-week timeline** to address and finalise all outstanding problems. If this cannot be achieved, we may have no choice but to consider returning the treadmill.

I do recognise that some issues have been resolved recently, and I appreciate your efforts. However, this has gone on for too long, and given the significant cost of this equipment, we need to put an end to the near-daily calls and service visits. I must focus on building the business, but at this stage, I don't have the confidence in the treadmill to do that.

Best regards,

Gemma Womersley