

From: Richard Norden Richard@equinespa.com 
Subject: RE: Are you ready?
Date: 22 November 2024 at 15:15
To: Yorkshire EC office@yorkshireec.co.uk

Hi guys,

So the meeting with [REDACTED] went well I think.

I will answer your points below, but we are thinking the best way forward is to replace the tanks and filtration unit, replace the treadmill doors with updated latches (see below), move stop switches, replace the platform grate to a solid material and cover the issues you have. To replace the entire treadmill seemed crazy as we can address the issues you have. The tanks and filtration seem the biggest issue so that makes sense to replace entirely. I think the answers below will help make a little more sense! Have a read over the weekend and lets have a call 😊

Door pins grind, are always difficult to open and close, unless you know the knack and now feels like excessive strength needed to operate WE WILL REPLACE BOTH DOORS. THE PINS YOU NOW HAVE ARE A NEW DESIGN WHICH ARE STAINLESS, WITH A PLASTIC COATING. THIS HAS BEEN DONE TO STOP THE STEEL ON STEEL BINDING.

Door swivel pole flexes THIS WILL BE REPLACED AS ABOVE.

Brace for door pole bolted to treadmill frame itself. Can explain better in call if easier WASN'T SURE ON THIS AND DIDN'T HAVE PHONE SIGNAL TO CALL. PLEASE CLARIFY.

x4 for closure plates not in line on entrance door. (one touches door). NEW DOORS WILL ELIMINATE THIS ISSUE.

Entrance floor plate does not fit flush

And horses with extensions on shoes keep catching this replacement one, Ean seen this and noted the design issue. [REDACTED] HAS REDISIGNED THIS ON THE LATEST TREADMILL SO YOURS WILL BE SWAPPED FOR THE NEW STYLE.

Front 2 moulded braces could do with inverting and upgrading at each end of the treadmill - this maybe better explained in a call too. ?

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. [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.

front platform. make longer more so it doesn't just sit on the brackets, if it was longer, the brackets wouldn't be supporting only on their edge. More rigid (Now sagging due to lack of rigidity.) WE BELIEVE THIS WILL BE SORTED WITH NEW GAS STRUTS. YOURS WILL BE CHANGED.

front Platform supports on each end modified, so they can't bounce when you stand on it

Tank seal joint moving from bottom to top. THIS SADLY CAN'T BE DONE DUE TO

Tank seals joint moving from bottom to top. THIS CANNOT BE DONE DUE TO THE LOCATION OF THE DRUM FILTER. AGREE IT WOULD HAVE LESS ISSUES. Tank doors fitted with swivel chain to prevent dropping. UNDERSTAND THE POINT BUT THINK IT WILL BE MORE INCONVENIENCE. OBVS SOMETHING YOU CAN DO YOURSELF.

Plate on tank. Rubber gasket with SS acorn nuts. In place of blathered in black sealer. THIS WAS A MODIFICATION DEAN MADE SO ON YOUR NEW TANKS IT WON'T BE THERE.

Front tank inspection doors leak due to not having seals. THIS HAS NOW BEEN CHANGED.

Stop buttons moved to centre (for access if one operator at any end) of each side under the rail facing down. FOR YOUR MACHINE ONLY WE WILL MOVE THEM TO WHEREVER YOU WANT THEM.

Scratches in front glass door BEING REPLACED.

Water filtration inconsistencies or lack of. Aside from water colour/clarity there always seems to be excessive debris. As mentioned to Richard 20 Nov, not entirely confident it is running the auto night clean, 18th Nov, 10:20pm it hadn't started automatically, I manually started. 19th Nov it ran itself? Either way it started off better than it is now. And even if I fill the treadmill tub direct from the same hose with clean water tanks, the water is already notably different when sourced from the tanks, indicating somewhere is holding dirt, or not performing... WE ARE LOOKING IN TO YOUR SOFTWARE. BOTH EAN AND I WENT IN TO THE MEETING WITH NEGATIVE THOUGHTS ON IT. D█████ SHOWED US PICTURES OF LOU'S AND TO BE FAIR THE RESULTS WERE VERY GOOD. D█████ IS LOOKING IN TO WHETHER YOURS HAS NIGHT CLEAN ISSUES.

NUMEROUS LEAKS!

iPad - in principle I can see how the iPad has merit over the hmi but after using for a few months now I feel that it could be taken better. When operating on my own and having to stand further back the iPad is not really in reach when you are trying to watch the tail come up and not miss an accident, if the iPad bracket enabled access from either side, this would be a super operating addition, or perhaps had a slide rail or something? I WOULD SUGGEST YOU TELL US WHERE YOU WANT IT AND WE WILL CHANGE. THE SYSTEM HAS HAD POSITIVE FEEDBACK SO IT WON'T BE SOMETHING WE ARE LOOKING AT CHANGING.

The current bracket, just doesn't fit the bill. It always works loose, so tablet spins here there and everywhere when you try tap it. Even after locktite. THESE WILL HAVE GRIP WASHERS WHICH WILL ELIMINATE THIS ISSUE.

I understand that the treadmill is warranted by dc/ECB , but I really feel that as a purchaser of a treadmill I should be privy to all codes too, especially if there were ever an issue years down the line. It makes no sense to interfere with the operating system but when you buy a car you get the key and the spare, it kind of feels like I can't be trusted with my machine... WE WILL HELP SET UP YOUR IPHONE (WE ARRANGED FOR GEM TO SPEAK WITH DANIEL BUT THAT NEVER HAPPENED). WE CAN NOT GIVE CUSTOMERS ENGINEERS PASSWORDS FOR OBVIOUS REASONS.

There really must be a more operating option than the iPad, by way of connecting to

There really must be a spare operating option than the iPad, by way of connecting to phone etc or have an hmi and iPad, I hate to drop this, but the Icelandic now offer connection to phones etc without issue. THIS CAN BE DONE – SEE ABOVE.

Breach bars. (Bockmann style) solid 3 tear ONE hand release. If this can't be done leave off and we will fit our own.

Breast/breech bar protector cover, rubber perhaps so it doesn't bang loud or risk damaging the glass with the metal end, £150k circa and told "stick a bit of vet wrap on the ends" can't be the best solution you can come up with... THESE WILL BE PUT ON TO YOUR MACHINE. AN IDEA WE ALL LIKE – THANK YOU!

Panel 1 box door lock extremely stiff. THIS HAS TO BE STIFF TO SEAL PROPERLY.

44 dome head bolts that seem to be redundant WE ASSUME YOU MEAN ON THE DOORS? THEY ARE INTERCHANGABLE HENCE THE SPARE BOLTS.

A straight edge tool, shows that there are very little sections on the treadmill that are true... THIS IS DUE TO WELDING DISTORTION AND IS UNAVOIDABLE.

XXXX thought he worked out why but the water level does not always match the set height to the actual height and it varies greatly. I.e, set at 3, gives me 3.7, move it to 2.9 give me 2.6?// I can't win with it way too often and on a rehab horse this is pretty important thing to control. DXXXX HAS NOW GOT THE MARGIN OF ERROR DOWN TO .1

Wish list

Conveyor belt could do with raising much higher to be able to clean underneath. WE ARE CURRENTLY HIGHER THAN ALL OTHER MACHINES AND ANY HIGHER WILL CAUSE ISSUES.

Operator platform wider, we have found on the odd occasion if I invite an owner up or I have to swap sides with poop catcher person and I can't walk around, passing each other on the platform is awkward especially when trying to not knock the iPad too. So I understand this could be redesign issue, but just a mention. IT USED TO BE WIDER BUT EVERYONE WANTED IT TO BE NARROWER TO HAVE MORE ROOM IN THEIR YARD!!!

Is there a better functioning location for the laser ? HAPPY TO LISTEN TO YOUR SUGGESTIONS.

iPad/iPhone as above DONE

Poop catch upgrade. Wowzers, after holding that all day it knacks your wrists, maybe a more ergonomic shaped one, we can sort this however. Plus the current one keeps falling to bits, that god to duck tape ! HAPPY TO LISTEN TO SUGGESTIONS.

Some horses especially crib biters / windsuckers want to grab the front door , especially on the first stressy sessions, could there be some sort of protection on there to stop the door being caught, it just adds another thing to watch out for or tell them no, adding to an already stressed horse. I note XXXX have some sort of foam buffer, or perhaps a rubber guard? XXXX HAVE A FOAM ON THEIRS. LOOKS GRIM AFTER A SHORT PERIOD OF TIME. I THINK KEEPING THE HORSES BACK WILL ELIMINATE THIS ISSUE.

Option for spa jets? Option on most treadmill manufacturers but not ecb? WE LOOKED AT THIS YEARS AGO ON THE SPA. HORSES HATE JETS!! WE USE AN AIR BLOWER SYSTEM ON THE SPA WHICH COMES FROM UNDER THE FLOOR

AIR BLOWER SYSTEM ON THE SPA WHICH COMES FROM UNDER THE FLOOR.
THEY DON'T MIND THIS AS MUCH AS JETS ON THE SIDES.

We get asked by clients for this a lot... or is it too conflicting with the spa unit?

Build the door closures so that only need one hand rather than needing 2 hands.

Rubber /protective sleeve over the full length of the door closures to prevent banging?

built in copper cable to stop freezing in winter into pipes? IT COULD BE AN OPTION
BUT AGAIN THE COSTS GO UP AND PEOPLE DON'T WANT TO SPEND THE
MONEY.

Regards to noise level/ pitch and the SEW Inverter I appreciate that SEW were on site
but no one gave me any info about the outcome. I AM WAITING ON [REDACTED]
FORWARDING ME AN EMAIL FROM THEM. THEY HAVE ADMITTED TO GIVING
YOU THE WRONG INFORMATION. IT IS VERY INTERESTING AND HAD WE
DONE WHAT YOUR CHAP SUGGESTED, WE COULD HAVE HAD SOME SERIOUS
ISSUES AND POTENTIAL INJURIES.

I don't want to irritate [REDACTED] with this and I appreciate we can't simply say do this, do
that and [REDACTED] has done what planning and SEW advised. But I would like to be
comfortable that if there was a better alternative motor that was quieter that this option
was explored fully. When we have clients or trying to run training or demos, it's
incredibly difficult for anyone to hear over the machine, absolutely I do not expect
silence from 600kg pounding down and splashing around but if improvements to this
were available then surely it's win win all around.

I would like to know what conclusion was drawn to with the conflicting SEW tech? up
to 16 kHz and not current 12kHz

Kind regards

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

Sent: 21 November 2024 00:34

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Subject: Are you ready?