

James R. Twine

From: Laura Birch <Laura.Birch@suzohapp.com>
Sent: Monday, September 12, 2022 4:14 PM
To: jtwine@jrtwine.com
Cc: SH-US-DL-Customer Care; Toni Petersen; Alisa Boss
Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299
Attachments: picture psled7900-02 (2.45 MB)

Hello

Attached is picture of psled7900-02 with sticker on it from the supplier cf04 the one that is pictured on the web is and old picture

We do not have the man power to update pictures on the web.

Your first e-mail states

Board A: 1 board with broken capacitor

Board B: with hand written sticker on it(not us we did not put that label on it)also the label on the board is part number psled7900-03

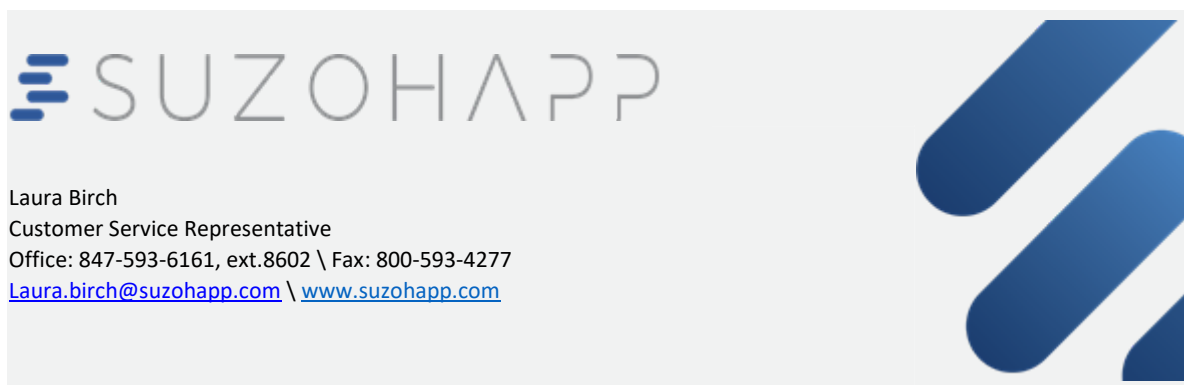
Not psled7900-02 (our stock is correct with psled7900-02 label on it)

Board c: also hand written sticker with psled7900-02 broken black cap.(we did not put the sticker on it

Also the part number on the board is psled7900-03

There would be labels from the supplier with psled7900-02 on the boards you got from us

We are only sending 1 board no charge end of discussion end of e-mails



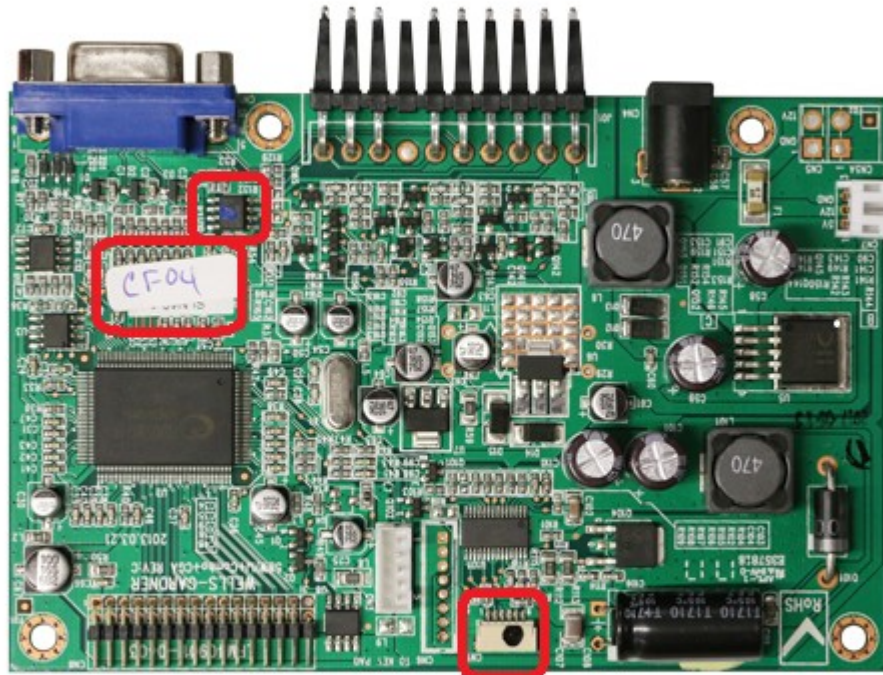
From: James R. Twine <jtwine@jrtwine.com>
Sent: Monday, September 12, 2022 12:41 PM
To: Laura Birch <Laura.Birch@suzohapp.com>
Cc: SH-US-DL-Customer Care <CustomerCare@suzohapp.com>; Toni Petersen <Toni.Petersen@suzohapp.com>
Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

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Premature send, sorry.

- The only markings we have on the boards is sticker with part number on like the pictures I sent

You are missing the point – please look at the image on your own web site (<https://na.suzohapp.com/products/accessories/PSLED7900-02>). It shows additional markings, like the boards I received (*highlighted to make things more apparent*):



Either the boards you have in stock come with those markings, or they do not. **Which is it?** Because I received boards both *with* those markings as shown on the web site, and *without*. Which ones align with the ones you have in stock. If the ones you have in stock do NOT have those additional markings, then where did the image used on the web site come from, and why does it align with two of the boards I received?

Peace!

From: James R. Twine <jtwine@jrtwine.com>
Sent: Monday, September 12, 2022 1:37 PM
To: 'Laura Birch' <Laura.Birch@suzohapp.com>
Cc: 'SH-US-DL-Customer Care' <CustomerCare@suzohapp.com>; 'Toni Petersen' <Toni.Petersen@suzohapp.com>
Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

From: Laura Birch <Laura.Birch@suzohapp.com>

Sent: Monday, September 12, 2022 1:30 PM

To: jtwine@jrtwine.com

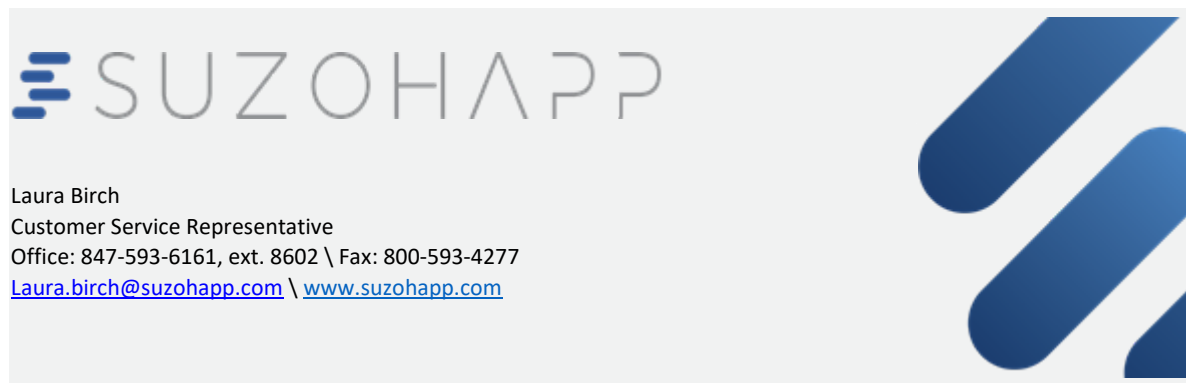
Cc: SH-US-DL-Customer Care <CustomerCare@suzohapp.com>; Toni Petersen <Toni.Petersen@suzohapp.com>

Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

Hello

The only markings we have on the boards is sticker with part number on like the pictures I sent
We are not showing that side on the web site just the resistors and so on

That is correct only 1 board no charge



From: James R. Twine <jtwine@jrtwine.com>

Sent: Monday, September 12, 2022 12:08 PM

To: Laura Birch <Laura.Birch@suzohapp.com>

Cc: SH-US-DL-Customer Care <CustomerCare@suzohapp.com>; Toni Petersen <Toni.Petersen@suzohapp.com>

Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

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➤ *All the rest we have in stock has no other markings and are in good condition*

So the ones you have in stock have *no markings*, and thus are **not** represented by the image in the web site, which shows markings/stickers (that accurately represent what I was actually sent), thus the web site *does not accurately represent what you have in stock*. Do I have that correct?

And I take it – it is Suzo-Happ’s intention NOT to address the other board, correct?

Thanks!

Peace!

From: Laura Birch <Laura.Birch@suzohapp.com>

Sent: Monday, September 12, 2022 12:39 PM

To: jtwine@jrtwine.com

Cc: SH-US-DL-Customer Care <CustomerCare@suzohapp.com>; Toni Petersen <Toni.Petersen@suzohapp.com>

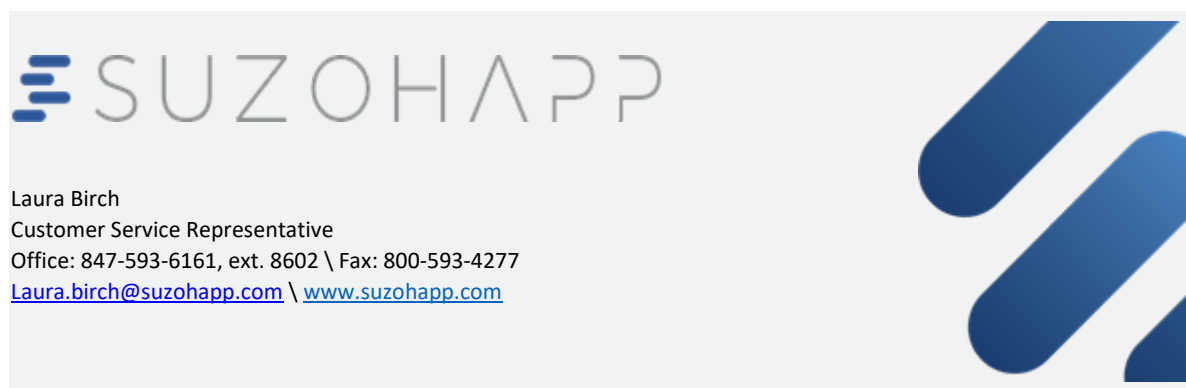
Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

Hello

We will send 1 board no charge for the one with broken cap and resister
We do not need that one back.

All the rest we have in stock has no other markings and are in good condition

Best Regards



From: James R. Twine <jtwine@jrtwine.com>

Sent: Monday, September 12, 2022 9:34 AM

To: Laura Birch <Laura.Birch@suzohapp.com>

Cc: SH-US-DL-Customer Care <CustomerCare@suzohapp.com>; Toni Petersen <Toni.Petersen@suzohapp.com>

Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

You don't often get email from jtwine@jrtwine.com. [Learn why this is important](#)

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[This is a link to a video](#) showing that the -02 board is the one received with the damaged cap.

Peace!

From: Laura Birch <Laura.Birch@suzohapp.com>

Sent: Monday, September 12, 2022 9:45 AM

To: jtwine@jrtwine.com

Cc: SH-US-DL-Customer Care <CustomerCare@suzohapp.com>; Toni Petersen <Toni.Petersen@suzohapp.com>

Subject: RE: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

Hello

I had our stock checked and all our stock is PSLED7900-02 on the boards you sent picture of have the part number labeled psled7900-03.

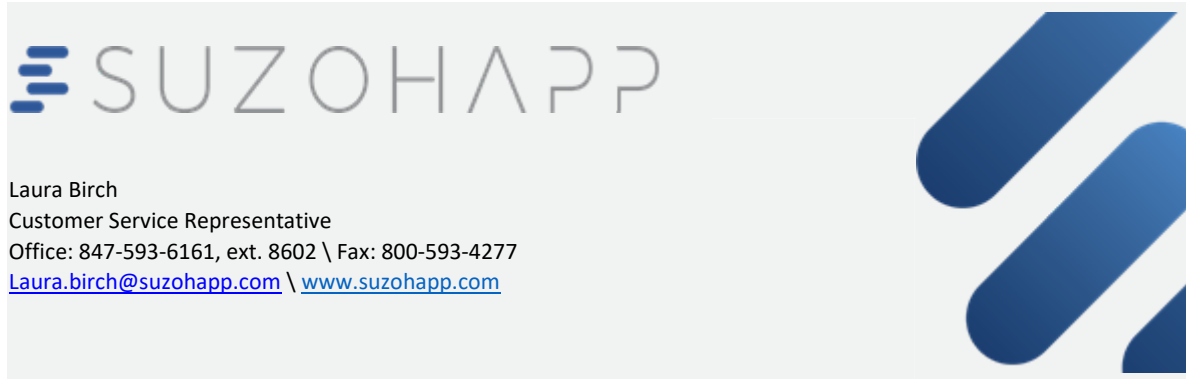
We have had no returns on the PSLED7900-02 or psled7900-03

Attached is picture of what we have in stock

And attached also is picture of psled7900-02 and PSled7900-04

We do not do any repairs on monitors so we would not have defective parts in stock or used stock

Per our warehouse our stock is in good condition



From: James R. Twine <jtwine@jrtwine.com>

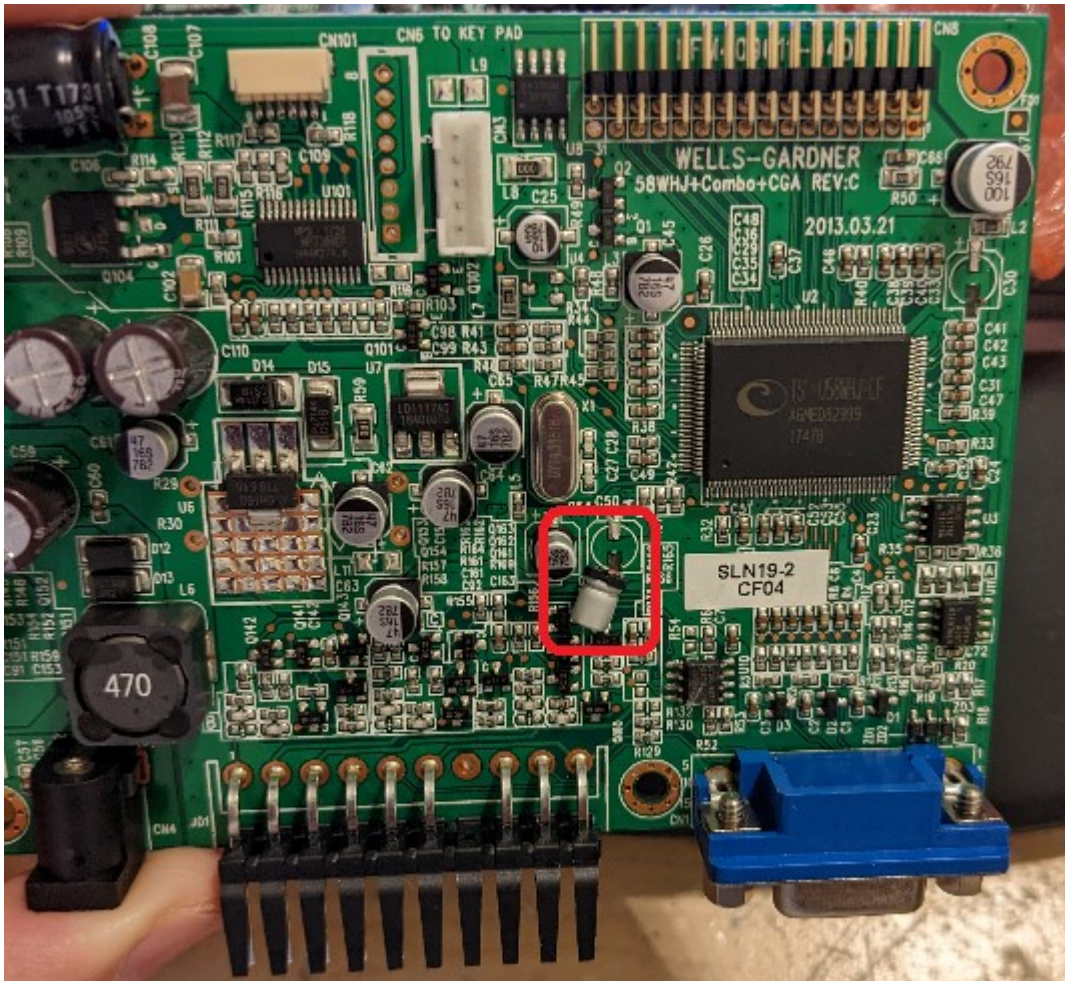
Sent: Thursday, September 8, 2022 8:08 PM

To: SH-US-DL-orders <orders@suzohapp.com>

Subject: Damaged and Possibly Used/Reworked/Repaired Items with SUZO-HAPP Order 2402299

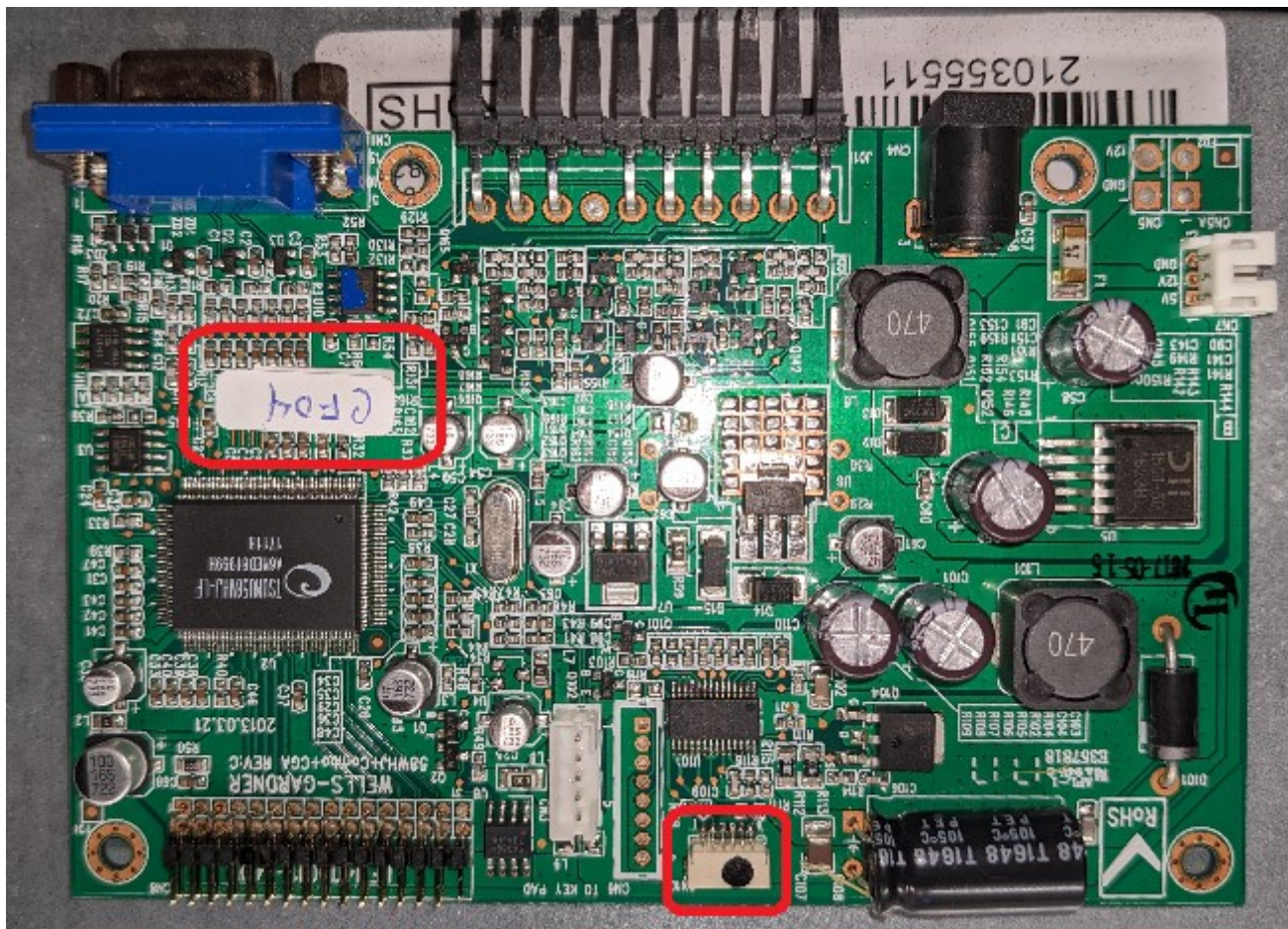
CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

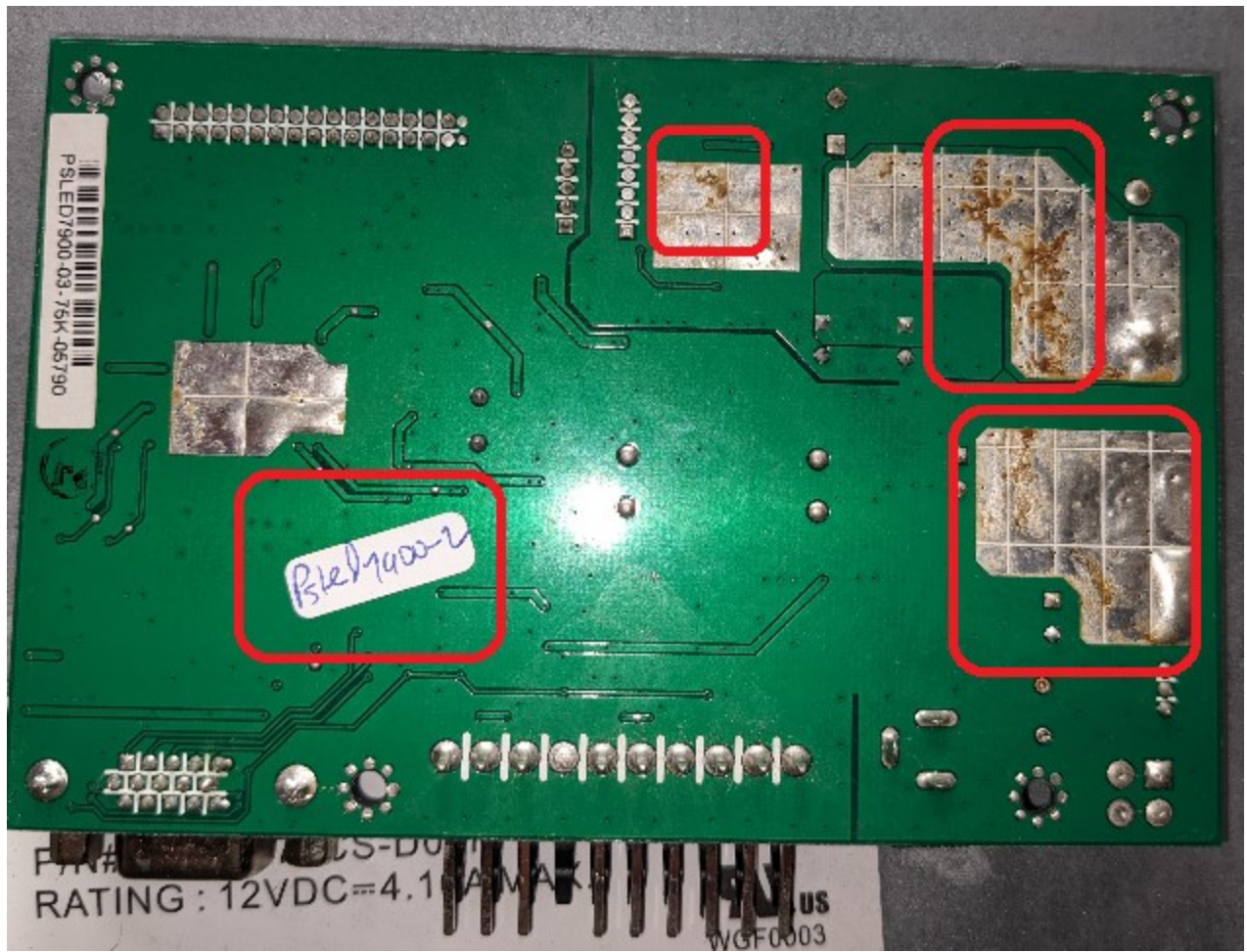
Greetings. So the package arrived today, but two of the three items appear to be somewhat “less-than-new,” and the one that does appear to be a brand new board arrived with a capacitor partially ripped off of it as shown here (**Board A**):



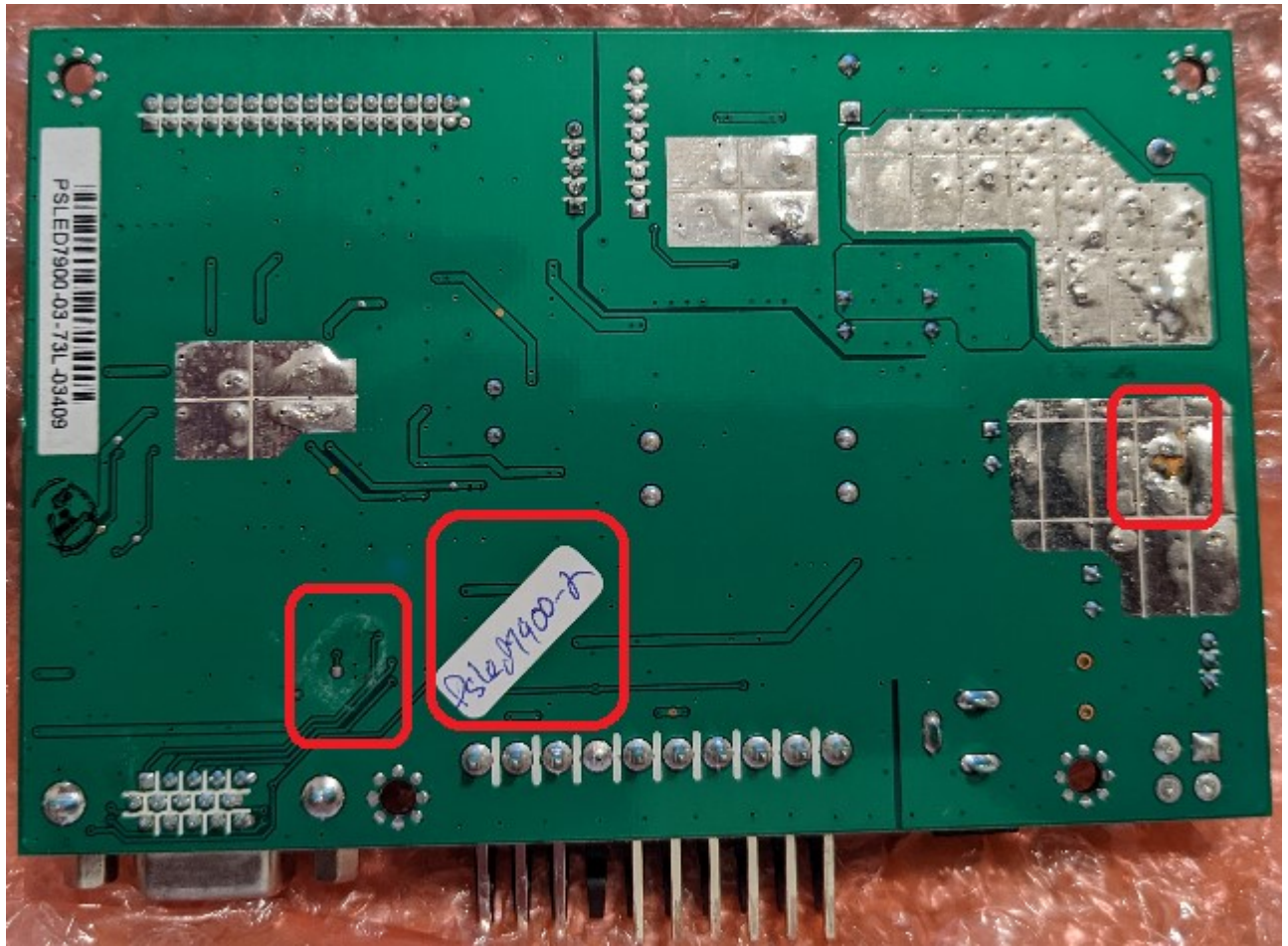
The other two have markings on them from what appears to be a Sharpie-type marker, and stickers with writing on them. One of those even has what appears to be corrosion, and the other looks like a couple of components was poorly soldered and even appears to have uncleaned flux on it from repair/rework.

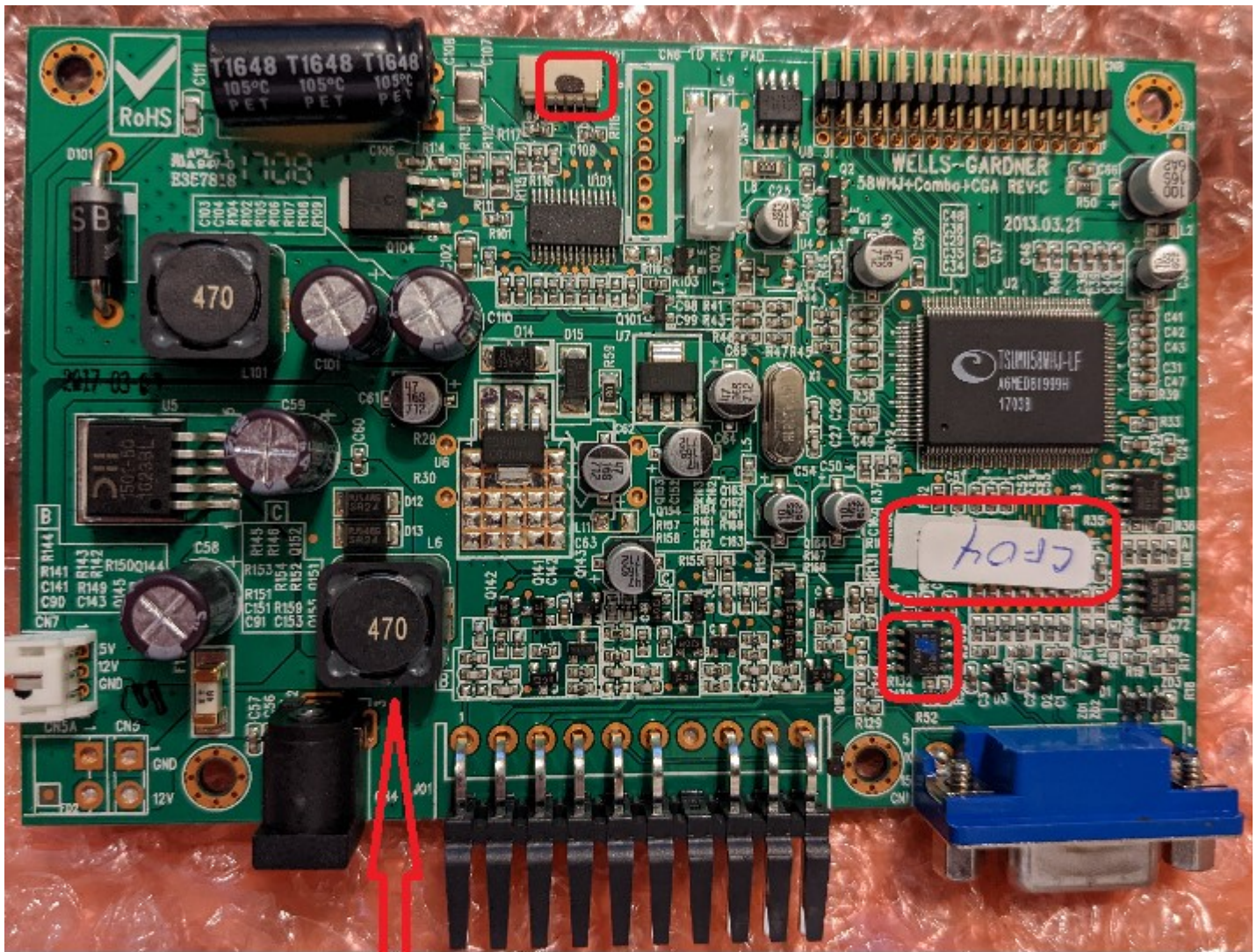
Second one (**Board B**):





And this is the final one, which also has a damaged component (**Board C**):





The product details did not indicate the possibility of these boards being repaired or along the lines of *factory seconds*. I am fairly certain they did not come from the factory with the additional markings, stickers and evidence of rework.

Note that none of the PCBs were in a standard anti-static bag, they were loosely packed only in the pink bubble-wrap, and no further protection.

I will mention that **Board B** (the one with the corrosion) was briefly tested with a LCD and a test pattern generator and all of the test patterns appear to work correctly with it. No longevity tests have been performed yet. The other two have not been checked due to their condition.

So... what now? Was I accidently sent *less-than-new* boards, and what do we do about the damaged ones?

Thanks!

Peace!



James R. Twine
jtwine@jrtwine.com
603-858-1512