

INFORMATION: (Please explain exactly what happened)

- 1) On 6/15/05 my wife, Lisa, purchased a Vacuity toilet and tank from your Forest Lake store. I installed it that night.
- 2) Upon installation we discovered that the tank did not work properly. After about half of the flushes, part of the "floatation device" would get hung up and not drop or descend after flushing. In order to make it work, a person had to lift the lid on the tank and jiggle, or free the device so that it would drop and refill the tank.
- 3) On 6/20/05, I drove the 25 miles from St. Croix Falls, Wisconsin (the installation site), and back (**50 mile round trip**) to return and replace the tank for re-installation that night. The home has only one toilet. This is a **time sensitive** issue. The uninstll, the drive, and the reinstall takes 3 hours.
- 4) The second tank did not work properly. In this case, the floatation device would not remain afloat upon refill after a flush. It would rise to the top sit still for a 5 second count, and then descend again, causing the water to run until the floatation device rose to the top again and start the cycle over.
- 5) I shut the water off to the toilet at the source to stop the toilet from running all night.
- 6) I called Menards at Forest Lake to complain and eventually (after enduring a very unhelpful plumbing mgr.) got in touch with Rob Hoenic, the Assistant Store Manager.
- 7) Mr. Hoenic suggested I take an "Installed Guest Complaint Form" the next time I came.
- 8) On 6/21/05, I disassembled the tank from the toilet seat and found water in the porcelain part of the tank. There was obviously a leak in the plastic part of the tank.
- 9) I then made our 3rd trip (50 miles round trip) to Menards of Forest Lake and back to St. Croix Falls, Wisconsin to return and replace the toilet tank.
- 10) The third tank still did not work properly, but after a slight adjustment to the chain and handle connection, the toilet now is working properly and has been for 14 days.

WHAT COMPENSATION DO YOU WANT? (Itemized dollar amounts, etc.)

Time Lost: \$175

Each replacement cost me 3 hours of time (disassembly, drive time, re-assembly). I value my time at \$25/hr. I replaced this tank 2 times. $(3 \times \$25) \times 2 = \150 .

Plus 1 hour to gather, type, print and send this documentation.

150 (replacement time) + 25 (complaint documentation time) = 175

Mileage: \$13.90

The journey from my home in the township of St. Croix Falls, WI to Forest Lake, MN is 50 Miles round trip. My vehicle (a 1995 Chevy Blazer) gets 15 mpg. Gas prices at that time were \$2.10 per gallon. I used 3.33 gallons of gas for each trip to Menards and back again (50/15). I made 2 trips. That's 6.66 gallons of gas at \$2.10 per gallon equals \$13.90

Postage: \$0.37 (to send this documentation)

Total: \$189.27

Thank you for your prompt consideration in this matter.

Chris Wondra

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LaSalle National Bank
Chicago, Illinois 60603

70-2302
719

No. 766098

AMOUNT
\$189.27

DATE
07/14/05

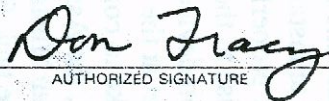
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CHRIS WONDRA
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AUTHORIZED SIGNATURE



MP

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