Thank you so much,

**Teresa Erickson**

Strategic Equipment Support Representative

Chick-fil-A's Equipment Support Center

1-866-324-4253

Fax #1-888-522-0041

**From:** Craig Minor [mailto:craig@pbandjwater.com]
**Sent:** Thursday, September 13, 2012 11:52 AM
**To:** Teresa Erickson
**Subject:** FW: 00015 Broadway Square Mall Water Filtration Upgrade

Hello Teresa,

I am a contractor working for Chick-fil-A, mainly on water filtration issues.

I am trying to get myself into the NEW habit of including the Equipment Coordinators on emails that concern their locations.

Please see the email below for Unit 00015.

And be nice to Robert!

Thanks,

Craig Minor

Project Manager

PB&J Water Treatment, LLC

(810)542-1211

**From:** Craig Minor [mailto:craig@pbandjwater.com]
**Sent:** Thursday, September 13, 2012 11:46 AM
**To:** 'Wayne Culpepper'; 'Phillip Legg'
**Cc:** 'R McWhorter'; 'Erika Wilson'; 'Nicole Steen'; 'jeff@pbandjwater.com'
**Subject:** 00015 Broadway Square Mall Water Filtration Upgrade

Hello All,

This morning I spoke with Andrew Wilson at Broadway Square Mall.

I found **NO WATER TEST RESULTS** for any of our Chick-fil-A locations in Tyler, TX.  I did look up the 2011 City Of Tyler Drinking Water Quality Report and I have attached it.  Results on this report on hardness and TDS are within parameters to have this be a Type 1 installation.

Phillip, if you wish to have a test kit sent out to be sure, let me know and I will arrange that.

**RESTAURANT DETAILS:  (older mall, ground floor with an upstairs)**

EVERPURE QUAD W/PF, SRX FEEDER AND BYPASS located upstairs.

The water main shutoff is above the drop ceiling panels in the upstairs area (Andrew mentioned some difficulties involving the ceiling and the shutoff location- he has said he will be there the night of install to assist with this).

Water pressure measured at the existing filtration is STATIC= 85 psi, DYNAMIC= 60 psi.  **No booster pump needed.**

**UNIT NEEDS FILTERED WATER FAUCET (none existing)**

**Cuber ice machine**  (SMFIM600 installation with **new segregated ¾” CPVC plumbing from the riser**- to include fixtures for future ice machine replacement)

Selecto T1 system recommended for beverage filtration.

This is a Simons Corporation mall.  The contact for permission to work is:

**Broadway Square Mall Operations Manager**

**Gary (903)561-3141**

Jeff, you will probably need to fax or email insurance document ahead of time, according to Andrew.

**Phillip, Jeff and Robert- if you disagree with any recommendations listed, or if you want to add/subtract any work, reply to all with changes.**

Looks like if we decide today, we can have Mr. Johnson’s store taken care of pretty quickly, but we must act now to keep this available opening in Jeff’s schedule.

Thanks,

Craig Minor

Project Manager

PB&J Water Treatment, LLC

(810)542-1211

**From:** Wayne Culpepper [mailto:wcul6294@aol.com]
**Sent:** Thursday, September 13, 2012 9:58 AM
**To:** Phillip Legg
**Cc:** Craig Minor; R McWhorter; Erika Wilson; Nicole Steen; jeff@pbandjwater.com
**Subject:** Re: #15--Broadway Square Mall--Water Filtration System

Thanks Philip!

Wayne Culpepper

Chick-fil-A Facilities Management

214-534-6930

Sent from my iPhone

On Sep 13, 2012, at 8:41 AM, Phillip Legg <phillip.legg@chick-fil-a.com> wrote:

Craig:

Can you did into this one?

I am surprised that this system was not upgrade back in 2005-2007 time period.

Let’s get a plan going to upgrade.

Thanks,

Phillip

**From:** Wayne Culpepper [mailto:wcul6294@aol.com]
**Sent:** Thursday, September 13, 2012 8:33 AM
**To:** Phillip Legg
**Cc:** R McWhorter; Erika Wilson
**Subject:** Fwd: #15--Broadway Square Mall--Water Filtration System

Philip,

Please see the note below, from Broadway Square Mall in Tyler, TX, concerning issues with the water filtration system.  I spoke with Robert yesterday and he said that the system is an old Ever-pure which was installed in the 80s.  Parts, such as the needed replacement bowl, seals and "O" rings, are no longer available for the system.  Also, there is no way to bypass the filtration system.  It was also stated that when the ice maker is filling up, the water pressure at the drink towers is reduced which brings on customer complaints.  Robert felt that replacing the filters may take care of this issue, but they won't know for sure until they are replaced.  Is there any way we can upgrade this system.  Please let me know if I can help in any way.

Thanks,

Wayne Culpepper

Chick-fil-A Facilities Management

Cell: 214-534-6930

Email: wcul6294@aol.com

-----Original Message-----
From: Broadway Square Mall <broadway.square.mall@chick-fil-a.com>
To: Wayne Culpepper <wcul6294@aol.com>
Sent: Wed, Sep 12, 2012 11:28 am
Subject: Water Filtration System

Wayne,

When changing filters in our system we ran into several problems.  The bowl for our first prefilter broke, it is not leaking, but cannot be removed until a replacement is ordered or it will leak. Also, the filter housing for the phosphate stick that goes to the ice machine started leaking.  These are two separate pieces, one on the left and one on the far right.  I spoke with Robert at Strategic and after sending him pictures he stated getting replacement parts for the leaking unit was not possible.  I decided to hold off on repairing the broken bowl and ordering new filters for the other four connections in case we are due for an upgrade, since I get the impression our system is quite long in the tooth.

For some time we have been dealing with a related issue.  The ice machine is on a water line that I’m told is undersized.  I tend to agree with this assessment since whenever the ice machine is filling, we cannot get water flow at our drink towers.  If we did a water filter upgrade, adding in a larger water line to the ice machine at the same time would be very cost effective.  Not being able to serve any water, or drinks that use water while the ice machine is filling can be a detriment to customer service and has hurt our CEM scores at times. Slowing service, etc.  Any help in this matter will be greatly appreciated.  If you have any questions, please call me, I would be delighted to explain the situation further since it is a rather complicated series of events.

Thank you for the repair work you had done.  McCalister’s was a joy to deal with, as always.

Have a wonderful day!

Andrew Wilson
Chick-fil-A Broadway Square Mall
4601 S. Broadway
Tyler, TX. 75703
(903) 561-4273
(903) 581-5363 fax
(903) 216-8548 cell
[www.chick-fil-a.com/broadwaysquaremall](http://www.chick-fil-a.com/broadwaysquaremall)