

From: claudiapersonal@gmail.com [mailto:claudiapersonal@gmail.com] **On Behalf Of** Open Grove Claudia
Sent: Tuesday, August 05, 2008 7:15 AM
To: Steve; gary@kitchenresource.com; support@877myjuicer.com
Subject: Re: RPM Blender

Dear Steve,

After sleeping on this, I realize that you are saying:

1. You knew these blades were defective and sold them anyway.
2. At the time of my purchase in June, you were already in the process of manufacturing new blades.

These two facts mean that you sold me this blender knowing full well that the blades were dangerously thin. Moreover, when my blades broke the first time, you replaced the blades with blades you were "disappointed" with.

You passed this defective product to your distributors knowing full well that the blades not only break but have the potential to form dangerous shrapnel in the normal course of use.

This is nothing less than criminal negligence.

Since you do not give a crap about the lives and welfare of your customers or their families, my only recourse to get this dangerous product off the market is to escalate it before someone gets injured.

I have posted my pictures to my weblog, plurk and encouraged people to pass it to their readers. I have already contacted the US Consumer Affairs department. I have contacted the better business bureau in the state of Utah. I will contact the Utah Attorney General as well as the Salt Lake City Tribune. Your neighbors need to know you complete disregard for human life and safety.

Claudia Hall Christian
(303) 916-0182

Customer Service response from Kitchen Resources

On Mon, Aug 4, 2008 at 10:53 AM, Steve <steve@kitchenresource.com> wrote:

Hello Claudia,

This is Steve. I'm the product manager here at Kitchen Resource. I've had this assignment for just a few weeks.

I am dismayed at the problem that you have had with the blade failure. I'm sorry it happened to you. Twice!

I am happy about 2 things:

1) That you were perceptive enough or intuitive enough to find the metal pieces before your husband started to drink (It must have been quite a shock).

2) That you made us aware of it. Feed-back is essential to our product improvement efforts.

I understand that Dave sent you a new blender blade assembly last week. It left our warehouse in the mail on the 31st, Thursday, so you may not have it yet. When you do get it, would you please examine it against the two in the photo that's attached? Just last week we received a quantity of new blade assemblies from our supplier in Asia and I want to be sure that you got the new one. If it is not the new one, please don't use it and let me know right away.

We had not been happy with the previous blade, even though I've not seen the catastrophic failure that you experienced. This new blade assembly has performed better than the previous ones in the tests that we have done here. We've not been able to make it fail, even though in some of our tests we've "blended" metal parts in with our liquid, rubber and ice mixtures.

We're pleased with the stainless steel cone under the blades and with the ball bearings for the spinning shaft (most blenders have bushings, rather than bearings). These improvements came from the work of other people, but happened since our company began to distribute L'Equip products. We hope we can continue to make our appliances better, too.

FYI: Don't put the blender blade assembly in the dishwasher; just wash it by hand. The harsh soaps & temperatures of the dishwasher could damage the ball bearing.

Another note, FYI: The blender blade wrench (another new improvement) works very well as a stir stick if you need to push down ice chunks in a frozen drink.

All of us here wish to apologize for your trouble! Please use the blender with the new blade assembly and let me know how it works for you. What you're using it for – the health of your family – is the very focus of our efforts as a company. We need you to have confidence in our products. Thank you for helping us do it better.

Best regards,

Steve

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