


From: Ron Nater ron@masteels.com 

Subject: Masteel RF-500DSAH semi-automatic horizontal band saw warranty service request

Date: September 22, 2022 at 8:41 AM

To: Adam Lafrance alafrance@laframboise.net

Cc: ltheoret@laframboise.net, jharquail@Laframboise.net, Matthew Gonzalez matthew@masteels.com, XIA LIN LONG accounting@masteels.com

RN

Hi Adam,

As [your Masteel project page](#) has been updated with your laser indicator refund and warranty service request I am following up on the service request.

Has this issue been resolved or do you still require our warranty service? If so please email me details of the issue we need to address in order for our service technician Matt Gonzalez to prepare himself for this service call.

Thanks,

Ron Nater
Manager, Eastern Canada
Masteel America Corporation
940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

647.270.4434

ron@masteels.com

masteel.ca / masteels.com / ronnater.ca

[opt out](#) from Masteel's emailing list.



Begin forwarded message:

From: Ron Nater <ron@masteels.com>

Subject: Re: Masteel RF-500DSAH semi-automatic horizontal band saw

Date: September 12, 2022 at 9:51:29 AM EDT

To: Adam Lafrance <alafrance@laframboise.net>

Cc: XIA LIN LONG <accounting@masteels.com>, Matthew Gonzalez <matthew@masteels.com>, "jharquail@laframboise.net" <jharquail@Laframboise.net>, ltheoret@laframboise.net

Hi Adam,

The laser will be refunded on receipt of the laser unit. This can be done through our service technician as Masteel will take care of any warranty issues on your Masteel horizontal band saw from our Oakville office.

Please provide a detailed description of your horizontal band saw issue we need to address so our service technician can prepare himself for a service call to your shop tomorrow.

Thanks,

Ron Nater
Manager, Eastern Canada
Masteel America Corporation
940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

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On Sep 12, 2022, at 9:31 AM, <alafrance@laframboise.net> <alafrance@laframboise.net> wrote:

HAS THE LASER REFUND COMPLETE???? Or will you be sending us the correct laser????

Also the hydraulic fence stopped working warranty is due
What service company to you wish us to call

Thanks