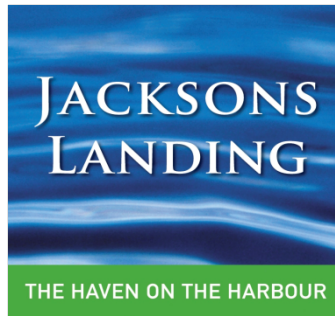


6th August 2013



Dear Resident,

Please be advised that Building Management has received several complaints in regards to water temperature and water pressure within the Sugar Dock Building. The issue is in relation to the TMV "Thermostatic Mixing Valve" located in your apartment. These valves are recommended to be serviced every 12 months.

I have organised M.I.D Plumbing to provide the below price to service the TMV's.

Please be advised that the cost to service the thermostatic mixing valves is \$195.00 + GST per valve provided that a booking is made between the following dates and times. Any bookings made out of these times may be subject to a service charge of \$45 + GST. This is at the discretion of MID Plumbing.

NOTE: THE TMV IS NOT PART OF COMMON PROPERTY AND WILL BE AT THE OWNERS COST.

- **12th – 23rd August 2013 (Monday to Friday between the hours of 7am – 3pm)**
- **2nd – 13th September 2013 (Monday to Friday between the hours of 7am – 3pm)**

The service cost includes labour, genuine o-ring kit and grease. M.I.D will provide certification on the completion of works.

Please note the price does not include the replacement of thermostatic elements/ wax capsule or any other major parts within the valve. In accordance with the manufactures servicing procedure the thermostatic wax capsule requires replacement on a 5 yearly basis, we have found the wax capsule has failed in most other buildings within the Jacksons Landing that have been recently serviced. The additional cost for the replacement of wax capsule is \$95.00+GST per valve bringing the price up to \$290.00+GST for the major 5 yearly service. I would strongly recommend this be carried out given the previous failure rate.

Should you wish to make a booking for the TMV service please contact M.I.D Plumbing and quote reference number is E5002SS.

MID Plumbing
Ph: 9604.0288
Email: midplumbing@optusnet.com.au

Regards

David Scotter - Building Manager