From: Dana Whitfield
To: Paul Osterman
Sent: June 9, 2025 7:42 AM
Subject: Oven still running hot

Paul, the top deck ran 47 degrees over the set point again this morning. We lost two full racks of sourdough. This is the third time since April. When can your tech come out?

From: Paul Osterman
To: Dana Whitfield
Sent: June 9, 2025 11:15 AM
Subject: RE: Oven still running hot

Dana, sorry to hear it. Our tech is booked through the 20th. I can get someone there on June 23. In the meantime try setting it 40 degrees lower.

From: Dana Whitfield
To: Paul Osterman
Sent: June 9, 2025 12:02 PM
Subject: RE: Oven still running hot

Two weeks is not five business days. Please treat this email as written notice under section 3 of our agreement. We need the repair this week.

From: Paul Osterman
To: Dana Whitfield
Sent: June 12, 2025 4:30 PM
Subject: RE: Oven still running hot

Dana, we replaced the top-deck thermostat today. Our tech says it is holding within spec. Let me know if anything changes.

From: Dana Whitfield
To: Paul Osterman
Sent: July 1, 2025 6:55 AM
Subject: RE: Oven still running hot

It changed. 52 degrees over this morning. That makes two repair attempts. Under section 5 we are asking you to take the oven back and refund the price.
