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\_\_\_\_\_ who is no longer residing at the above address, contacted the office in either December 2010 or January 2011 with and requested a service call to fix a pilot not staying lit on her vent-free gas log.

When I arrived at the residence, the gas log pilot was not staying lit. Basic troubleshooting and cleaning did not solve the issue. Further diagnosing indicated that the ODS pilot was no longer working and a replacement was needed. Reviewing the data plate for pertinent information, I noticed that the model number indicated that the log was originally manufactured for LP Gas.

I informed the customer that the vent-free gas log was originally propane and had been converted to natural gas. I then informed her that I was red tagging the appliance, taking it out of service, and the gas log could not be used or repaired. I told her the only option for them to have a gas log was to purchase a new unit. I gave her a rough estimate of our cost of replacing the log and informed her of other companies that could provide the same services.

Shortly thereafter, \_\_\_\_\_ requested that our company convert her home back to propane because she felt unsafe that SMNG improperly converted appliances, and by doing so could have posed danger to her and her family.

Brian Brooks

Brooks  
Exhibit 3 (Public)