

## Troxler Florida

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**From:** Victor E. Rivera <VRivera@universalengineering.com>  
**Sent:** Monday, December 9, 2019 12:31 PM  
**To:** Brad Griffin; Troxler Florida  
**Subject:** RE: New Gauge 76455

Thanks

Respectfully,

**Victor E. Rivera, BSCE**

Department Manager  
Construction Services Dept.

**Scheduling:** [wpbtesting@universalengineering.com](mailto:wpbtesting@universalengineering.com)

**E-mail:** [vrivera@universalengineering.com](mailto:vrivera@universalengineering.com)

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**\*\*Please schedule all testing between 8:00 AM and 3:00 PM 24 hours in advance to better meet your needs\*\***



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**From:** Brad Griffin <bgriffin@troxlerlabs.com>  
**Sent:** Monday, December 9, 2019 12:29 PM  
**To:** Victor E. Rivera <VRivera@universalengineering.com>; Troxler Florida <troxlerfl@troxlerlabs.com>  
**Subject:** RE: New Gauge 76455

Hey Victor,

I apologize again for this gauge's malfunction. We are going to schedule a R&L pickup for that gauge to be returned to our Orlando facility for repair. I appreciate your reaching out to us with this, we will have you back up and running as soon as possible!

Brad Griffin  
Troxler Labs  
919-308-0075

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**From:** Victor E. Rivera <[VRivera@universalengineering.com](mailto:VRivera@universalengineering.com)>  
**Sent:** Sunday, December 8, 2019 1:44 PM  
**To:** Troxler Florida <[troxlerfl@troxlerlabs.com](mailto:troxlerfl@troxlerlabs.com)>; Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>  
**Subject:** New Gauge 76455

To whom may it concern,

Gauge 3430P SN 76455 was recently bought. Gauge was received on 11/14/2019. We have been trying to use the same for the 1<sup>st</sup> time this past week without any luck. Standard counts for both density and moisture show 0 values. We called customer service and we were told that probably it was due to the temperature changes. In all honesty, this can't be

true since all other gauges including the one bought along with this one is working just fine. I'm not about going about and open gauge and try to see what is malfunctioning since it is brand new.

Attached is the paper work for gauge to be picked up. Please advise.



Respectfully,

**Victor E. Rivera, BSCE**

Department Manager  
Construction Services Dept.

Scheduling: [wpbtesting@universalengineering.com](mailto:wpbtesting@universalengineering.com)

E-mail: [vrivera@universalengineering.com](mailto:vrivera@universalengineering.com)

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