

1. Tell us about your product..

What is your Model number?

When did you purchase this product?

Where did you buy this product?

2. What was your Customer Care Specialist's name?

***3. Did your Specialist speak clearly so you could understand?**

- Yes
- No

***4. Did your Specialist answer all of your questions?**

- Yes
- No

5. Do you still have questions? Feel free to list here.

After removing the plug thereby voiding my warranty which I accept without question how is it theoretically or physically possible to wire it in such a way the water goes where it should and electrons are allowed out of the pump and into the fountain.

6. Would you buy this Brand again?

Depends on whether you are willing or able to answer #5 and you consider 20 years worth of Submarine Nuclear Electrician experience sufficient to hard wire your brand to my existing timer.

7. How likely is it that you would recommend this product to a friend or colleague?

Not at all likely

Extremely likely

<input checked="" type="radio"/> Not at all likely - 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8
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8. Rate your overall experience with our Customer Care Department.

Very Poor	Poor	Satisfactory	Good
<input checked="" type="radio"/> Very Poor	<input type="radio"/> Poor	<input type="radio"/> Satisfactory	<input type="radio"/> Good

We encourage you to elaborate:

Email trail posted here.

9. If you still have some time, please share with us how you use our product(s).

Doorstop. Tracy suggested I plug it in directly and continue to use myself as a human voltmeter but 60 to 100 milliamps across the chest for approximately one second will cause death. With 120 volts available and an average healthy body resistance of 300 ohms that yields 400 milliamps available or 4-6.5 times lethal levels. Tracy needs sensitivity and electrical theory/safety training.

10. Provide your name and email address to receive 20% off of your next purchase with us.

I don't want a refund, I don't even want a discount. Just answer the technical question or admit that modifying the plug end didn't make the wet end leak the electrons into the fountain. jtwtwo@charter.net

Prev Click to submit. Thank you for your time.