



Tran Tang <tran.tang@jlahome.com>

Approval Requested - Wilmer, TX - MONITORING CENTER: ZAGAM LLC/E&E, CS# A10526153

Jessica Jeng <jessica.jeng@jlahome.com>

Thu, Oct 16, 2025 at 10:38 AM

To: James Burford <james.burford@ship8.com>

Cc: Nancy Hattersley <nancy.hattersley@jlahome.com>, AP Department <ap.dept@jlahome.com>, Ron Capranos <ron.capranos@ship8.com>

Approved

Regards,

Jessica Jeng

Corporate Controller

E & E Co. LTD dba JLA Home

(510) 490-9788 x 458

(510) 403-7240 (direct)

jessica.jeng@jlahome.com

From: James Burford <james.burford@ship8.com>

Sent: Wednesday, October 15, 2025 10:31 PM

To: Jessica Jeng <jessica.jeng@jlahome.com>

Cc: Nancy Hattersley <nancy.hattersley@jlahome.com>; AP Department <ap.dept@jlahome.com>; Ron Capranos <ron.capranos@ship8.com>

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Jessica - Please approve for Siemens to come out and troubleshoot our most recent fault on SEP 8. I have received 20+ email alerts on this device over the past 2 days. This is a NTE 16 hours for a troubleshooting for Siemens to determine what the issue is with this unit, and then provide us with a quote to repair if they are not able to while they are out.

After reviewing notes from Summit and Siemens - I am confident that Siemens has a better field service team than Summit.

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