

## Thomas Huratiak

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**From:** Adelle Moore <support@cryomech.com>  
**Sent:** Tuesday, October 26, 2021 12:52 PM  
**To:** Thomas Huratiak  
**Cc:** bstoddard@cryomech.com  
**Subject:** [EXTERNAL] Re: PO # 21-D0789/Cryomech - Pulse Tube Cryocooler [#25531]

Hello Again Tom,

My production team has let me know that your system is now meeting specs! It still has to complete the test phase and should be heading to our shipping department on Monday. As soon as I see it go on the schedule I will let you know when we expect to see it go out the door.

Many thanks,

Adelle Moore  
Customer Service Representative  
**CRYOMECH, INC.**  
6682 Moore Rd.  
Syracuse, NY 13211  
Tel: 315-455-2555 Ext. 241  
Web: [www.cryomech.com](http://www.cryomech.com)

On Mon, 25 Oct at 7:03 AM , Adelle Moore <support@cryomech.com> wrote:  
Hello Tom,

I deeply apologize that I never got back to you regarding the shipment of your system. I was hoping to have more detailed information to provide you regarding how it is going. Unfortunately as of right now your system is in test but is not meeting the correct specifications to pass. I have asked the team to keep me updated and they are aware this is a high priority to complete. I have also asked my manager to help keep an eye on your order. Please feel free to call (my number is below) if you would like a more technical update. I will give you an update as soon as I have more information.

Many thanks,

Adelle Moore  
Customer Service Representative  
**CRYOMECH, INC.**  
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Syracuse, NY 13211  
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Web: [www.cryomech.com](http://www.cryomech.com)

On Fri, 22 Oct at 2:13 PM , Thomas Huratiak <huratiak@jlab.org> wrote:  
Hi Adelle,

Any update on this shipment?

Thanks,

Tom

From: Thomas Huratiak  
**Sent:** Thursday, October 21, 2021 7:49 AM  
**To:** Adelle Moore <support@cryomech.com>

**Subject:** RE: [EXTERNAL] Re: PO # 21-D0789/Cryomech - Pulse Tube Cryocooler [#25531]

Good Morning, Adelle

Will this item ship before the end of the day tomorrow?

Thanks,

Tom

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**From:** Thomas Huratiak

**Sent:** Thursday, October 7, 2021 3:03 PM

**To:** Adelle Moore <[support@cryomech.com](mailto:support@cryomech.com)>

**Subject:** RE: [EXTERNAL] Re: PO # 21-D0789/Cryomech - Pulse Tube Cryocooler [#25531]

Thanks, Adelle

**From:** Adelle Moore <[support@cryomech.com](mailto:support@cryomech.com)>

**Sent:** Thursday, October 7, 2021 2:39 PM

**To:** Thomas Huratiak <[huratiak@jlab.org](mailto:huratiak@jlab.org)>

**Subject:** [EXTERNAL] Re: PO # 21-D0789/Cryomech - Pulse Tube Cryocooler [#25531]

Hi Tom,

Apologies for the delay. I just confirmed this has started the first phase of testing and looks good. Phase 2 will start first thing Monday. As long as no issues arise it will be complete and move to our shipping department by the end of the week. So everything seems to point to this shipping on time for you the week of October 18th.

If you have any further questions please let me know. If I hear that anything has changed I will be sure to advise you of its status. But my tech feels pretty confident they won't run in to any issues.

Many thanks,

Adelle Moore  
Customer Service Representative

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On Thu, 7 Oct at 1:22 PM , Thomas Huratiak  
<[huratiak@jlab.org](mailto:huratiak@jlab.org)> wrote:

Hi Adelle,

Is there any update on this project?

Thanks,

Tom