

1. Task Number 090504CBB1664		2. Investigator's ID 2391		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2006 11 02	5. Date Initiated YR MO DAY 2009 05 04		
6. Synopsis of Accident or Complaint      UPC				
<p>The 34 year old complainant, his wife, and four month old daughter have experienced health issues as a result of the imported drywall from China used in the construction of their home. He has noticed a very strong odor that he describes as a choking and suffocating sulfur smelli. They have experienced coughing, itching, burning and watery eyes, and increased asthma symptoms. The complainant has had to replace appliances because they stop working unexpectedly. He has had repeated issues with the air conditioning units in the home. He is concerned about the long term health affects of this problem.</p> <p style="text-align: right;"> CPSA 600(1) CLEARED for PUBLIC  NO MFRS/PRVTLBLS OR PRODUCTS IDENTIFIED  EXCEPTED BY: PETITION 3/13/09  RULEMAKING ADMIN. PROC.  WITH PORTIONS REMOVED: </p>				
7. Location (Home, School, etc) 1 - HOME		8. City BOYNTON BEACH		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 381 - Air Conditioners		11B. Trade/Brand Name UNKNOWN		11C. Model Number UNKNOWN
11D. Manufacturer Name and Address NONE				
12. Age of Victim 34	13. Sex 1 - Male	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 68 - Poisoning	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 11 / 0.5	
20. Attachment(s) 9 - Multiple Attachments	21. Case Source 07 - Consumer Complaint		22. Sample Collection Number	
23. Permission to Disclose Name (Non NEISS Cases Only) <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 05/21/2009	25. Reviewed By 9093		26. Regional Office Director Dennis R. Blasius	
27. Distribution Rose, Blake; Woodard, Dean			28. Source Document Number H0930251A	

This investigation was initiated through the receipt of Consumer Product Incident Report submitted by a 34 year old male complainant, involving imported drywall material used to build his home. Information for this report was gathered during an on-site interview with the complainant in the home.

The complainant, his 32 year old wife, and four month old daughter have been living in the affected house since November 2006. The house was built in November 2006; it is two-story, with 3,900 square feet and five carpeted bedrooms. The house was constructed using metal studs and does not operate any appliances using gas or natural gas service. All appliances are electric. The complainant reported that he has not made any changes to the house since moving in. Drywall in the garage ceiling was replaced in May 2007 by the builder due to a leak, but the complainant considered this unrelated to the drywall issues he is experiencing.

After moving in, the complainant noticed that he frequently had to replace appliances because they would stop working unexpectedly. He has noticed a very strong odor that he describes as a choking and suffocating sulfur smell. He has been aware of this odor since moving in, but he attributed the smell to a "new house smell," subsequently dismissing it. He has noticed that the odor is stronger in the summer months and is very noticeable when walking into the house. The odor never goes away and is strong on the second floor of the house. There has not been any change in the house such as new flooring that could determine if the odor has increased or decreased.

Within the first year of living in the house, the complainant experienced several appliances malfunctioning and having to be replaced. He has had the circuit boards on a television and laptop stop working. He has had the security company replace the alarm panel twice because it stopped working. The company technician could not explain why he was experiencing problems. The electrical panel in the refrigerator was replaced in the first 10 months of living in the home. Also in the first 10 months, he has had to replace the top portion of the oven that shows the temperature and other controls, twice. Each time because the top portion of the oven would overheat and cause the wood cabinet above it to start cracking. The erratic behavior of the oven caused concern to the complainant and his wife and they stopped using the oven. The air conditioning units on the first and second floor have been recharged with refrigerant on November 11, 2007, August 29, 2008, and the last time on March 14, 2009. Service invoices were provided and included as Exhibit 2. Each time at least three pounds of refrigerant was added and leaks in the evaporator coils were patched. The evaporator coils were never replaced during these service visits. The technician could not give an explanation for the problems the complainant was experiencing with the air conditioning units. An electrical receptacle in a guest bedroom started to arc and smoke and the builders had a service technician visit the home and replace the receptacle. On a consistent basis the complainant experienced the following issues: circuit breakers tripping for no apparent reason and an unusual odor in the vicinity of a receptacle. He is not experiencing issues with flickering lights, sizzling and buzzing, and light switches or outlets that are warm or hot to the touch. The complainant has noticed blackening, corrosion and pitting on metal surfaces throughout the house. Within 10 months of living in the house the complainant

informed the builder that there was blackening and pitting on metal fixtures such as the drains in the showers and sinks, shower heads, faucets, lighting fixtures, bathtub fixtures, and metal fixtures on shower doors. The builder replaced all of the metal fixtures and the blackening and pitting began to appear again. The issues with the smoking receptacle and the oven panel caused concern to the complainant of a possible fire hazard. He has also noticed corrosion on his wife's jewelry, mirrors, and metal knobs on a table. Photographs of the affected metal surfaces and fixtures are included as Exhibit 3.

The complainant and his wife lived in the house for six months when they started to notice health issues arising. The complainant began developing an acute cough that lasted at least a month. He was prescribed antibiotics by his physician. In the summer months when the house is hotter, he has trouble breathing. He has also experienced itching, burning, and watery eyes, but does not take any medications for that symptom. The complainant's wife has pre-existing asthma, but has had to use her inhaler on a more frequent basis. During the summer her use of the inhaler increases even more, as she begins to experience "flare-ups" in her asthma symptoms. The complainant's four month old daughter has experienced coughing, watery and red eyes at all times, and blood in her stool. She has been seen by a pediatrician for her symptoms. The pediatrician has advised the complainant and his wife to remove her from the home. His wife and daughter moved out of the house on May 3, 2009 as advised by the pediatrician. The complainant is still living in the house. He has noticed that the symptoms lessen when the family is not in the home. His symptom of itching and burning eyes occurs while he is in the house. His wife returned to the home on May 11, 2009 and after being away for eight days, the smell of the house was too strong for her to withstand. His wife and daughter have seen an improvement in their health as a result of leaving the house. The complainant does not own any pets. Documentation of the pediatrician's advice to remove the complainant's daughter from the house is included as Exhibit 4.

The complainant has contacted the builder to report issues he is experiencing with corrosion, unusual odors, and health problems. The builder came into the home for an inspection. The complainant did not provide this investigator with any documentation and/or report of the builder's inspection. The complainant has also had his insurance company visit the home for a survey. Most recently he has had the Rinker school of construction from the University of Florida visit the home and collected a piece of drywall from a closet on the first floor. The complainant has contact several entities. He has contacted the office of Congressman Robert Wexler and on April 7, 2009 the Congressman visited the complainant's house. He has contacted the office of Senator Bill Nelson, Florida Department of Health, Environmental Protection Agency, White House, Governor Charlie Crist, State House Representative Kevin Rader, State House Representative Joseph Abruzzo, and Congressman Ron Klein. His community has organized a committee of homeowners that meets to discuss drywall issues. He is on the board of this committee. He contacted the offices of Senator Ted Deutch and Commissioner Burt Aaronson, and both attended a community meeting in April 2009. His plans for dealing with this problem are to await a recall of the drywall product by the U.S. CPSC. The complainant added and requested to be quoted, "I am looking to the CPSC for an immediate recall of drywall without any conditions, based on one fact, there

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is highly corrosive activity occurring in these homes. It may take years to determine health effects, but must be immediately recalled based on the corrosion in homes. Secondly, there is real evidence of immediate fire danger through the breakdown of copper wiring. There is real evidence of corrosion in water pipes that could cause flood and/or mold. Recall immediately.” He would like to provide drywall samples in the event that the Commission would like to revisit his home.

### **Product Description**

The product involved is imported drywall from China. During the on-site interview, this investigator did not locate any visible labeling of the drywall in the home. Access to the attic for identification was not available.

### **Exhibits**

- |           |                                       |
|-----------|---------------------------------------|
| Exhibit 1 | Contact Information                   |
| Exhibit 2 | Air Conditioning Service Invoices (4) |
| Exhibit 3 | Photographs (18)                      |
| Exhibit 4 | Medical Documentation                 |
| Exhibit 5 | Authorization for Release of Name     |



**Contact Information**

Frank and Romy LaLama, Complainants  
9924 Cobblestone Creek Dr.  
Boynton Beach, FL 33472  
Tel. 561-364-8503  
May 5, 2009

**Complainant Contacted Builder**

Northstar Homes of Florida  
14901 Military Trail  
Delray Beach, FL 33484  
Tel. 561-638-6270

590 GOOLSBY BLVD., DEERFIELD BEACH, FL 33442 • LIC. CAC 045862  
665 N.W. ENTERPRISE DRIVE, PORT ST. LUCIE, FL 34986 • LIC. CAC 051473  
(954) 428-8919 • (561) 655-3688 • (772) 398-6668  
(800) 780-5188 • Fax (954) 428-6503 • [www.sansone-ac.com](http://www.sansone-ac.com)  
CFC 1426106 • ER 001787



<input type="checkbox"/> Service Contract	<input type="checkbox"/> COD
<input type="checkbox"/> Warranty	<input type="checkbox"/> Bill to
<input type="checkbox"/> Call Back	<input type="checkbox"/> Ext Warranty
<input type="checkbox"/> Maintenance	<input type="checkbox"/> Construction
<input type="checkbox"/> Complimentary	<input type="checkbox"/> Lost Time

CUSTOMER NAME	CUST #	PHONE #	JOB #	DISPATCH #	TIME IN	TIME OUT	COMPLETE	INCOMPLETE
6085451	15162			67662	9:32			
ADDRESS	APT #	CITY	ZIP	CREDIT CARD	EXP	APPR. NO.		
9930 K... ..		... ..	24417					

SERVICE COMPLAINT		Model No.	Serial No.	Comp	Inc
PARTS & MATERIALS	COST	Model No.	Serial No.		
		Description of Work Performed:			Compressor
					Suct Press
					Head Press
					Volts Amps
					Cond Coil
					Entr Air Temp
					Leav Air Temp
					Refrigerant
					Adequate Charge
					Check for Leaks
					Cond Motor
					Volts Amps
					Evap Sect
					Entr Air Temp
					Leav Air Temp
					Volts Amps
					Pulleys (Adj belt)
					Lubricate
					Clean Drain Pans
					Clean Drain
<b>Total Materials</b>					
<b>Misc. Service Materials</b>	\$ 5.00				
<b>Total Labor</b>					
<b>Flat Rate Pricing</b>					
<b>Discount</b>					
<b>Tax</b>					
<b>Total</b>					

We appreciate having the opportunity to serve you. Please be sure to carefully examine this statement before our service man leaves your premises. Please let him know immediately or note on this invoice if anything is not clearly understood.

I hereby order the above work to be done and agree to pay in full this invoice upon signing of the "Acknowledgement of Satisfactory Completion." I further agree that any amounts due and unpaid 30 days from the date of the signing of the "Acknowledgement of Satisfactory Completion" the date in which the guarantee embodied herein expires, then from the 30th day forward interest shall accrue at 1.5% per month upon the entire unpaid balance until all amounts are fully paid. I further agree that if any action of law is necessary because of failure of the purchaser to pay this contract in full then the purchaser agrees to pay all interests due plus reasonable attorney's fees, court costs, and/or collection fees pursuant to such action of law.

Date \_\_\_\_\_

Sansone will use normal care performing the service shown but shall not be liable for failure to discover conditions necessitating repairs or replacements, nor shall any inspection be constructed as an approval or guarantee of the equipment. Sansone warrants all parts and materials listed above and the labor performed as shown on this invoice for a period of 30 days unless otherwise stated on the invoice. This warranty does not cover any other parts in your unit(s). Any new repairs required in the future by failure of parts not under our warranty or by conditions not under our control such as but not limited to normal wear and tear, parts damaged by unauthorized personnel, acts of God, or improper operation or use of the equipment, will be charged to the customer. Sansone makes no other warranties expressed or limited and its service persons are not authorized to make any such warranties for Sansone. Warranty work shall be performed during regular working hours: 8AM-5PM Mon-Fri. 8AM-3PM Sat. **UNDER NO CIRCUMSTANCES SHALL SANSONE BE LIABLE FOR SPECIAL, SUBSEQUENT OR CONSEQUENTIAL DAMAGES.**

It is understood and agreed that Sansone Corporation will be held harmless for alleged or actual damages/claims as a result of mold, algae, or fungus. It is understood that Sansone will not be responsible for damages related to bodily injury, property damage, and clean up expenses caused directly or indirectly in whole for any reason as a result of mold, including fungus and mildew regardless of the cost, event material, product or workmanship that may have contributed concurrently or in any sequence to the injury or damage that occurs.

**Acknowledgement of Work Performed,  
Limited Warranty and Mold and Mildew  
Exclusion.**

Date \_\_\_\_\_

## Technician

*"We Deliver Cool"*

## SERVICE AND MAINTENANCE AGREEMENTS

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 CFC 1426106 • ER 001787



<input type="checkbox"/> Service Contract	<input type="checkbox"/> COD
<input type="checkbox"/> Warranty	<input type="checkbox"/> Bill to
<input type="checkbox"/> Call Back	<input type="checkbox"/> Ext Warranty
<input type="checkbox"/> Maintenance	<input type="checkbox"/> Construction
<input type="checkbox"/> Complimentary	<input type="checkbox"/> Lost Time

CUSTOMER NAME <i>Joe Anthony</i>	CUST.# <i>12-02</i>	PHONE #	JOB #	DISPATCH # <i>131024</i>	TIME IN <i>9:38</i>	TIME OUT	COMPLETE	INCOMPLETE <input checked="" type="checkbox"/>
ADDRESS <i>800 Goolsby Blvd Deerfield Beach</i>	APT #	CITY <i>Deerfield Beach</i>	ZIP <i>33442</i>	CREDIT CARD	EXP	APPR. NO.		

SERVICE COMPLAINT <i>UR</i>		Model No. <i>F4YBN040010</i>	Serial No. <i>1005A22216</i>	Comp	Inc
PARTS & MATERIALS		COST	Model No.	Serial No.	Compressor
<i>Diagnostic Fee</i>	<i>14.00</i>	Description of Work Performed: <i>2-11-02 A/C NOT COOLING DUE TO LOW ON REFRON 150AL. REFRIGERANT LEAK TEST. FOUND LEAKS IN CONDENSER COIL. ALSO UV LIGHTS NOT WORKING (NEED TO REPAIR 2 BULBS)</i>			Suct Press
<i>Leak Test</i>	<i>144.00</i>				Volts Amps
<i>Panel by</i>					Cond Coil
<i>(checked to)</i>					Entr Air Temp
					Leav Air Temp
					Refrigerant
					Adequate Charge
					Check for Leaks
					Cond Motor
					Volts Amps
Total Materials		Technician Recommends	Est Price	Evap Sect	
Misc. Service Materials	\$ 5.00	<i>CONDENSER COIL REPLACEMENT</i>	<i>425.85</i>	Entr Air Temp	
Total Labor			<i>1.75</i>	Leav Air Temp	
Flat Rate Pricing		<i>UV LCC 2 LD 1020 A/C (COND)</i>		Volts Amps	
Discount		<i>4200V 7726</i>		Pulleys (Adj belt)	
Tax		<i>(NEED MORE 4 7.5000 OIL)</i>		Lubricate	
Total	<i>238.00</i>			Clean Drain Pans	
				Clean Drain	
				Check Filter	
				Thermostat	
				Heating	

## PLEASE READ

We appreciate having the opportunity to serve you. Please be sure to carefully examine this statement before our service man leaves your premises. Please let him know immediately or note on this invoice if anything is not clearly understood.

## AUTHORIZATION TO PERFORM WORK

I hereby order the above work to be done and agree to pay in full this invoice upon signing of the "Acknowledgement of Satisfactory Completion." I further agree that any amount due and unpaid 30 days from the date of the signing of the "Acknowledgement of Satisfactory Completion" the date in which the guarantee embodied herein expires, then from the 30th day forward interest shall accrue at 1.5% per month upon the entire unpaid balance until all amounts are fully paid. I further agree that if any action of law is necessary because of failure of the purchaser to pay this contract in full then the purchaser agrees to pay all interests due plus reasonable attorney's fees, court costs, and/or collection fees pursuant to such action of law.

Date *12-11-02* Signature *Joe Anthony*

## LIMITED WARRANTY

Sonsone will use normal care performing the service shown but shall not be liable for failure to discover conditions necessitating repairs or replacements, nor shall any inspection be construed as an approval or guarantee of the equipment. Sonsone warrants all parts and materials listed above and the labor performed as shown on this invoice for a period of 30 days unless otherwise stated on this invoice. This warranty does not cover any other parts in your unit(s). Any new repairs required in the future by failure of parts not under our warranty or by conditions not under our control such as but not limited to normal wear and tear, parts damaged by unauthorized personnel, acts of God, or improper operation or use of the equipment, will be charged to the customer. Sonsone makes no other warranty expressed or implied and its service persons are not authorized to make any such warranties for Sonsone. Warranty work shall be performed during regular working hours: 8AM-5PM Mon-Fri 8AM-3PM Sat. UNDER NO CIRCUMSTANCES SHALL SONSONE BE LIABLE FOR SPECIAL, SUBSEQUENT OR CONSEQUENTIAL DAMAGES.

## MOLD AND MILDEW

It is understood and agreed that Sonsone Corporation will be held harmless for alleged or actual damages/claims as a result of mold, algae, or fungus. It is understood that Sonsone will not be responsible for damages related to bodily injury, property damage, and clean up expenses caused directly or indirectly in whole or in part for any reason as a result of mold, including fungus and mildew regardless of the cost, event material, product or workmanship that may have contributed concurrently or in any sequence to the injury or damage that occurs.

Acknowledgement of Work Performed  
 Limited Warranty and Mold and Mildew  
 Exclusion: *INDISPUTE*

Signature *Joe Anthony*

Date *12-11-02*

Technician *Mike*

PHOTO 2735

# HVAC SERVICE ORDER --- INVOICE

21963

THIS WORK IS TO BE	
<input type="checkbox"/> C.O.D.	<input type="checkbox"/> CHARGE
<input type="checkbox"/> NO CHARGE	
MAKE	MAKE
MODEL	MODEL
SERIAL NUMBER	SERIAL NUMBER

NAME <b>Quittner</b>		DATE <b>7830</b>	DATE <b>INT-2-07</b>
ADDRESS <b>Bayview Bch</b>		PROMISED	
PHONE <b>580-79-7912</b>		CALL BEFORE	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.
TELETYPE <b>580-79-7912</b>		AUTHORIZED BY	
WORK TO BE PERFORMED <b>no Cool</b>			

ENVIRONMENTAL CHECK LIST			WORK PERFORMED	
WORK UNIT/DRAIN	QTY.	TYPE/DISPOSITION	CONDENSING UNIT	CONDENSATE DRAINS
RECOVERED			LEVELLED	REPAIRED WASH DRAIN
RECYCLED			CLEANED COIL	REMOVED WASH COIL
REMOVED			CHARGED CHARGE	REPAIRED FAN DRAIN
REMOVED			REPAIRED LEAK IN COIL	REPAIRED WASH DRAIN
DISPOSED			REPAIRED LEAK IN COPPER	REMOVED FAN COIL
RECYCLED			CHARGE	REPAIRED FAN COIL
CHARGE/DISPOSED		TOTAL S	CHARGE	REPAIRED FAN COIL

MATERIALS & SUPPLIES	UNIT PRICE	AMOUNT
REFRIGERANT R-                  LBS		
FILTERS		
FILTERS		
BELTS		
PIC # 106		
TOTAL MATERIALS		

Upstairs unit low  
fine running press  
25/190 OK, hold  
C. 75 lbs of Freeon  
Approx. low 3-  
4 lbs of fine  
Freeon each

JOB	LABOR H	RATE	AMOUNT
TOTAL LABOR			

RECOMMENDATIONS

Look of frog/est  
line + material

TERMS

1. The Contractor, to whom the work outlined above, which has been satisfactorily completed, I agree that after return, title to equipment/materials being less and full payment is made. If payment is not made, I agree to return the equipment/materials at Seller's expense. Any damage resulting from use and handling shall not be the responsibility of Seller.

Wm. Loop 11/2/07

**LIMITED WARRANTY:** All materials, parts and equipment are warranted by the manufacturer or suppliers' written warranty only. All labor performed by the above named company is warranted for 30 days or as otherwise indicated in writing. The above named company makes no other warranties, express or implied, and its agents or technicians are not authorized to make any such warranties on behalf of above named company.

<input type="checkbox"/> REGULAR	<input type="checkbox"/> WARRANTY
<input type="checkbox"/> SERVICE CONTRACT	

[illegible]

# ne

## RATION

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<input type="checkbox"/> Service Contract	<input type="checkbox"/> COD
<input type="checkbox"/> Warranty	<input type="checkbox"/> Bill to
<input type="checkbox"/> Call Back	<input type="checkbox"/> Ext Warranty
<input type="checkbox"/> Maintenance	<input type="checkbox"/> Construction
<input type="checkbox"/> Complimentary	<input type="checkbox"/> Lost Time

CUSTOMER NAME	CUST #	PHONE #	JOB #	DISPATCH #	TIME IN	TIME OUT	COMPLETE	INCOMPLETE
505-2nd	11722			3297456	8:25	11:30	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ADDRESS	APT #	CITY	ZIP	CREDIT CARD	EXP	APPR. NO.		
7339 - Johns Ave - East LA		San Antonio						

SERVICE COMPLAINT		Model No.	Serial No.	Comp	Inc
ARTS & MATERIALS	COST	Model No.	Serial No.		Compressor
		Description of Work Performed:			Suct Press
					Head Press
					Volts Amps
					Cond Coil
					Entr Air Temp
					Leav Air Temp
					Refrigerant
					Adequate Charge
					Check for Leaks
					Cond Motor
					Volts Amps
		Technician Recommends		Est Price	Evap Sect
					Entr Air Temp
					Leav Air Temp
					Volts Amps
					Pulleys (Adj/belt)
					Lubricate
					Clean Drain Pans
					Clean Drain

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**Acknowledgement of Work Performed,  
Limited Warranty and Mold and Mildew  
Exclusion**

Signature: *[Handwritten Signature]*

Date

Technician *John J. 753*

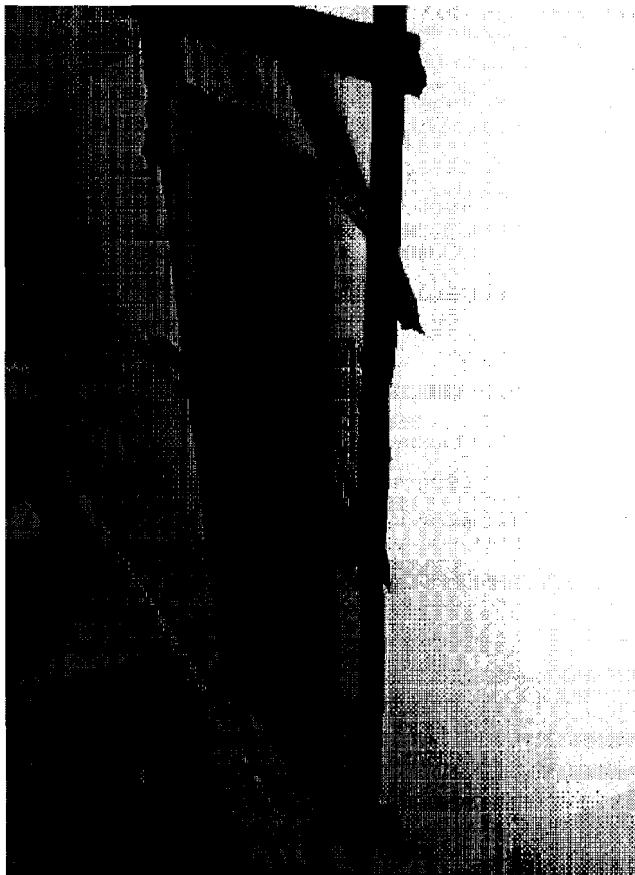


Photo 1 shows the section of drywall sampled by the Rinker School of Construction.

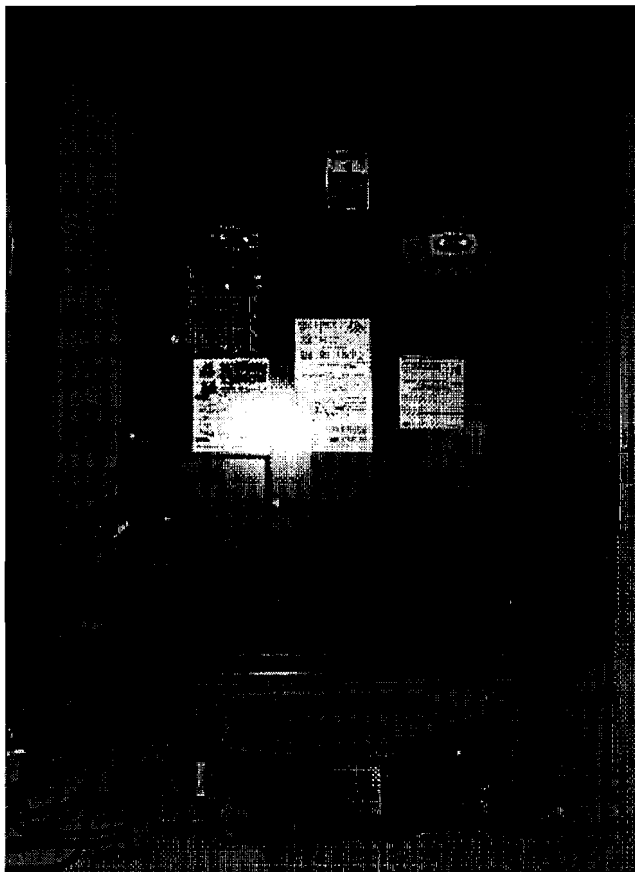


Photo 2 shows the second floor air conditioning unit.

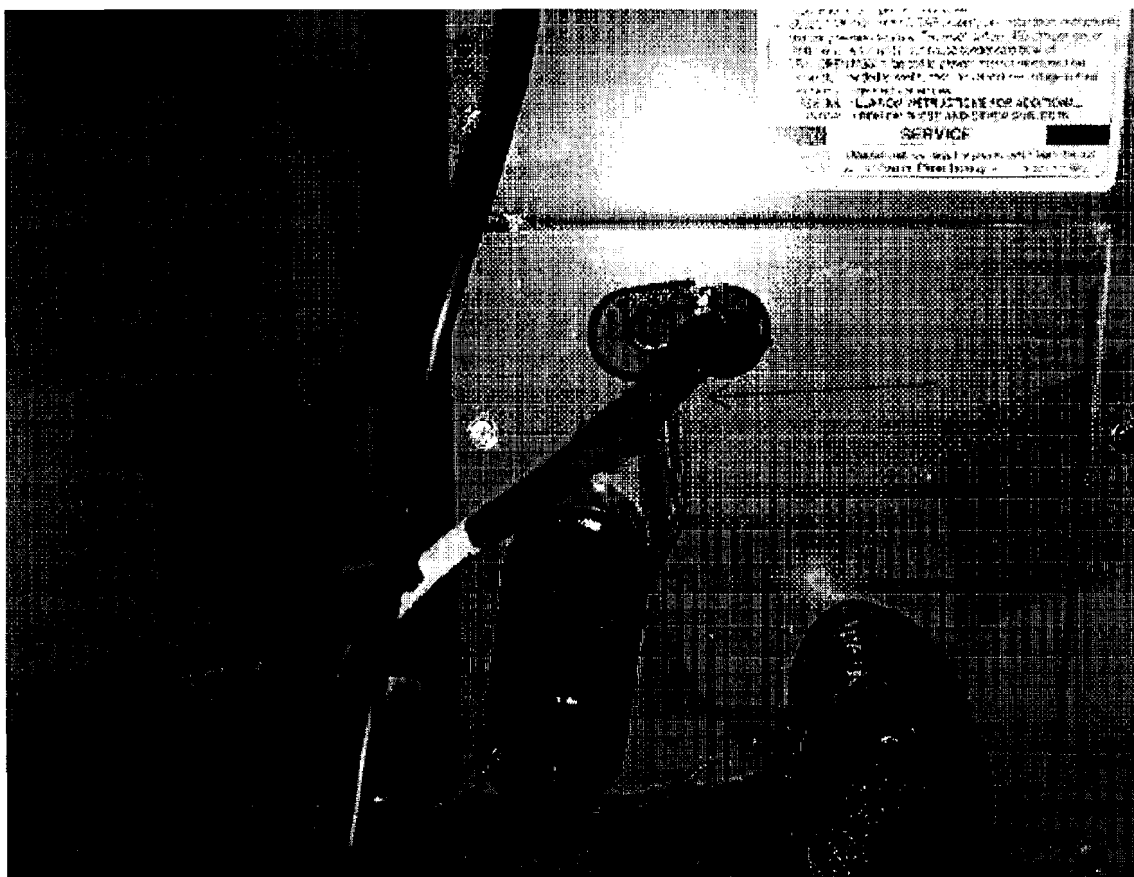


Photo 3 shows blackening on of a copper pipe connected to the second floor air conditioning unit.

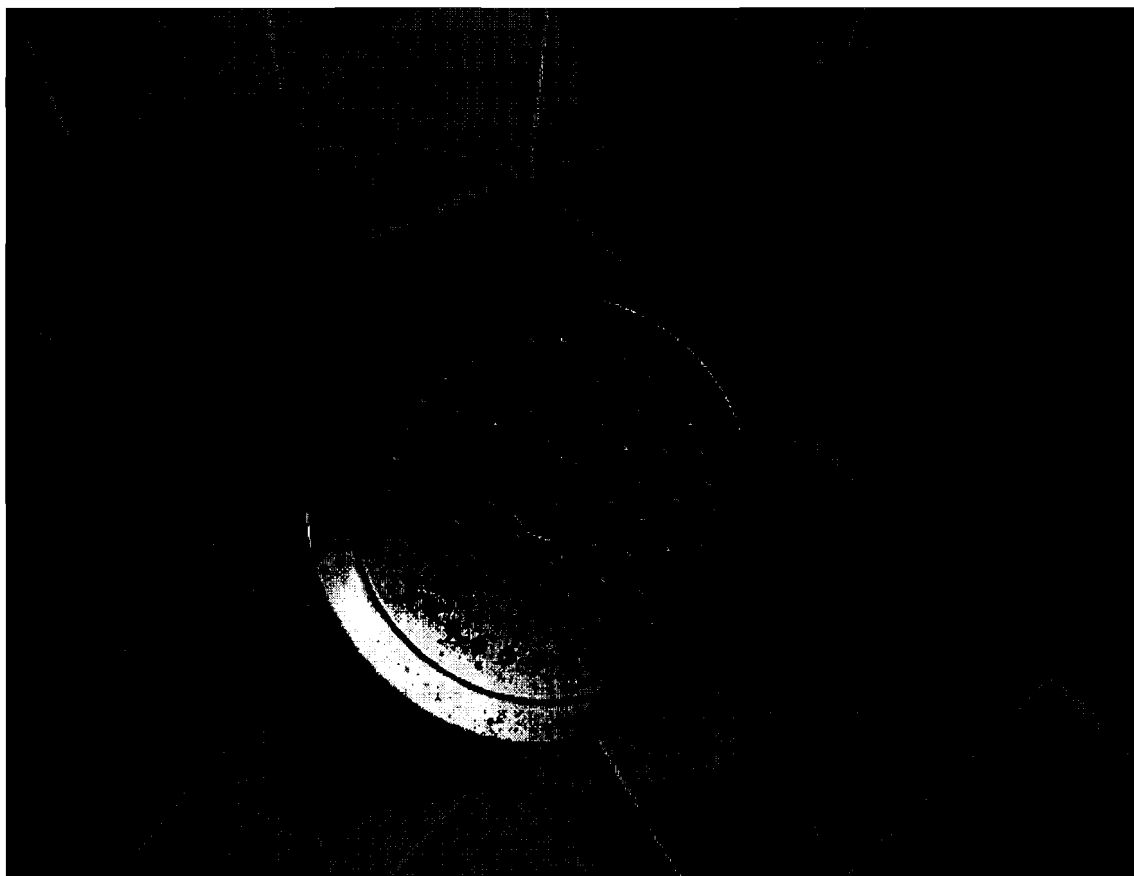


Photo 4 show pitting on the metal shower head in the master bathroom.

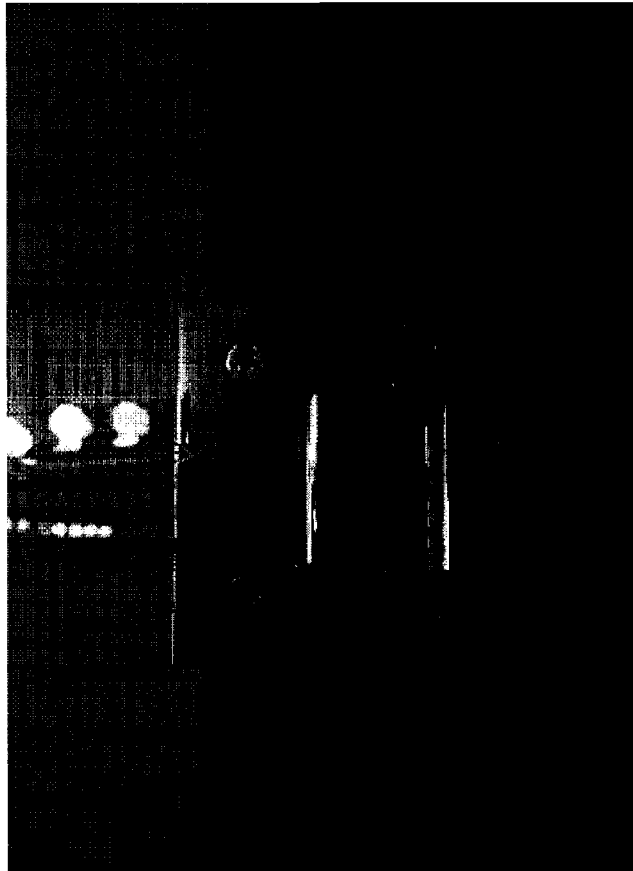


Photo 5 shows pitting of metal fixture on the shower door in the master bathroom.

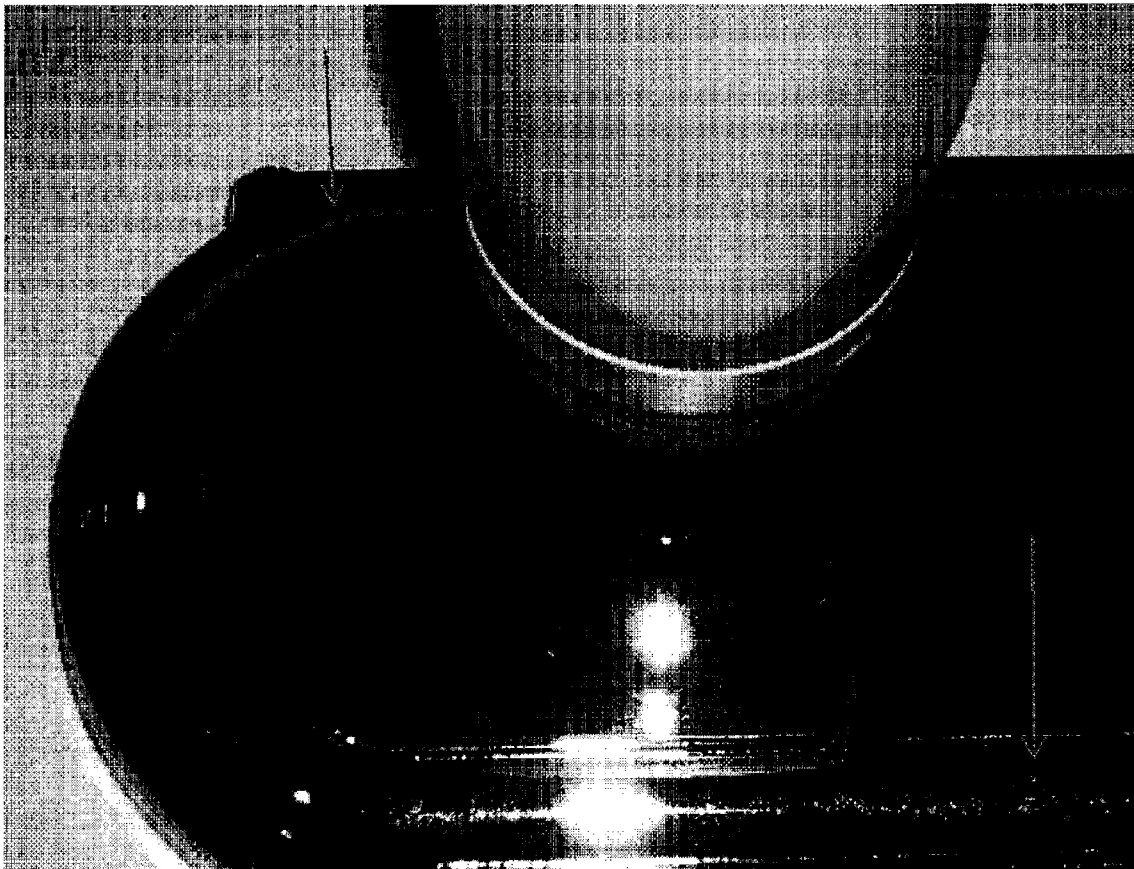


Photo 6 shows pitting on the mirrored light fixture in the master bathroom.





Photo 7 shows pitting on the metal faucet in the guest bathroom.



Photo 8 shows blackening beginning on the edge of the mirror in the guest bathroom



Photo 9 shows pitting underneath the faucet in the laundry room.



Photo 10 shows a blackened ground wire in an electrical receptacle that has been replaced due to smoking in the past.

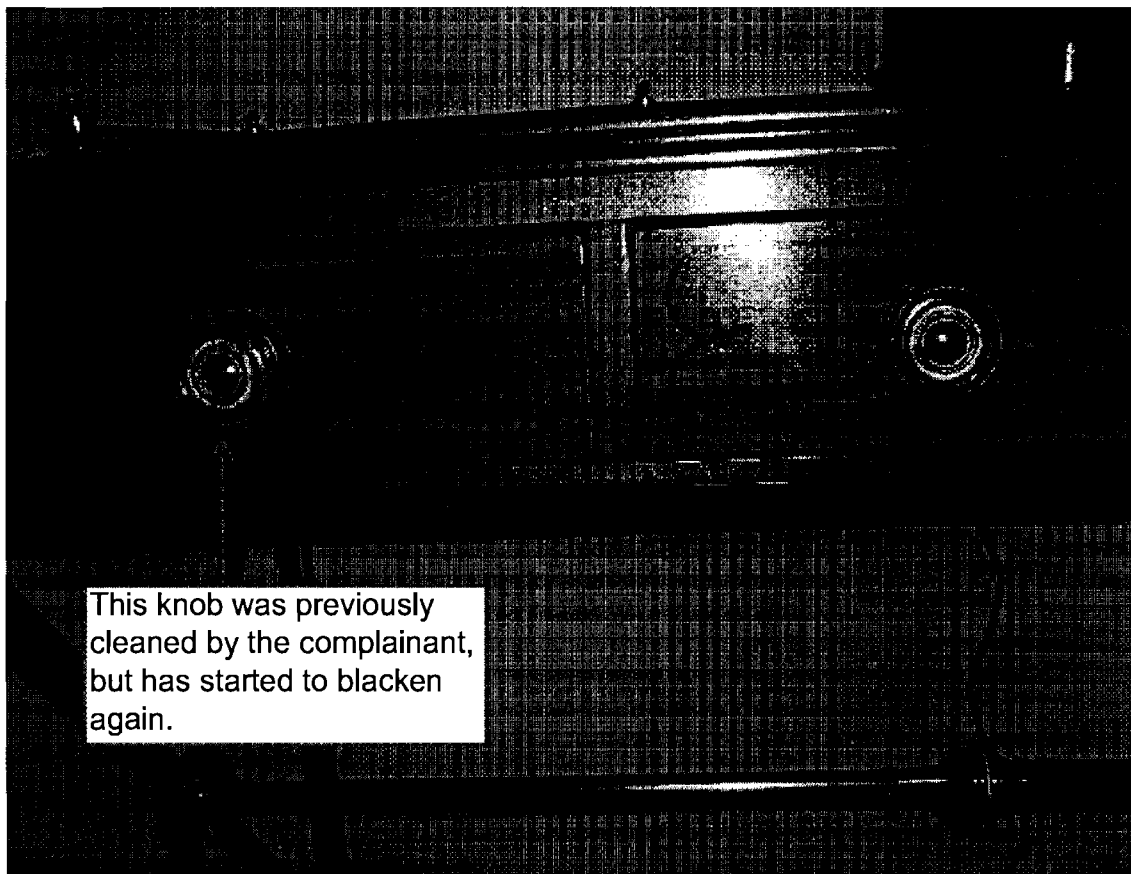


Photo 11 shows metal knobs on a table with blackening beginning to occur.

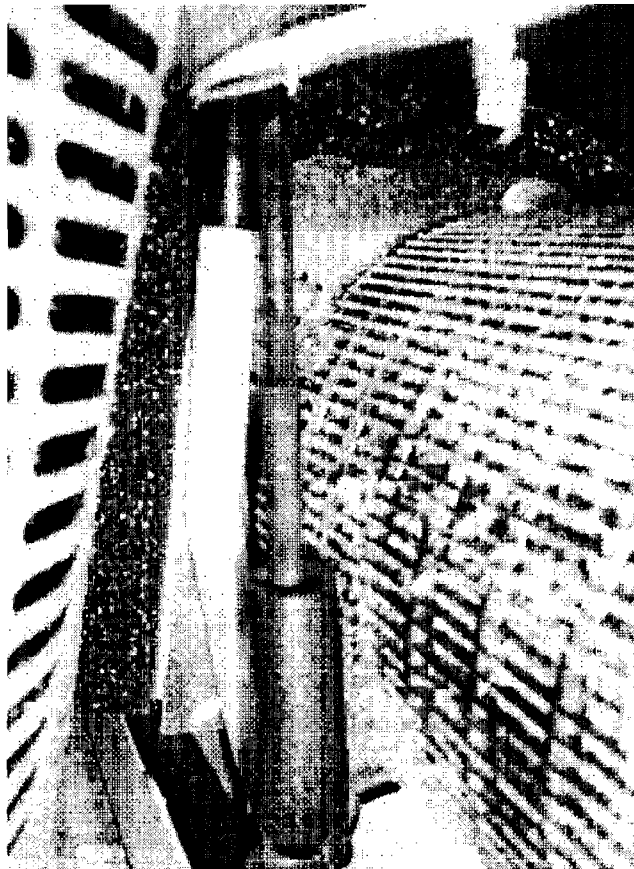


Photo 12 shows a blacked copper pipe located behind the refrigerator.

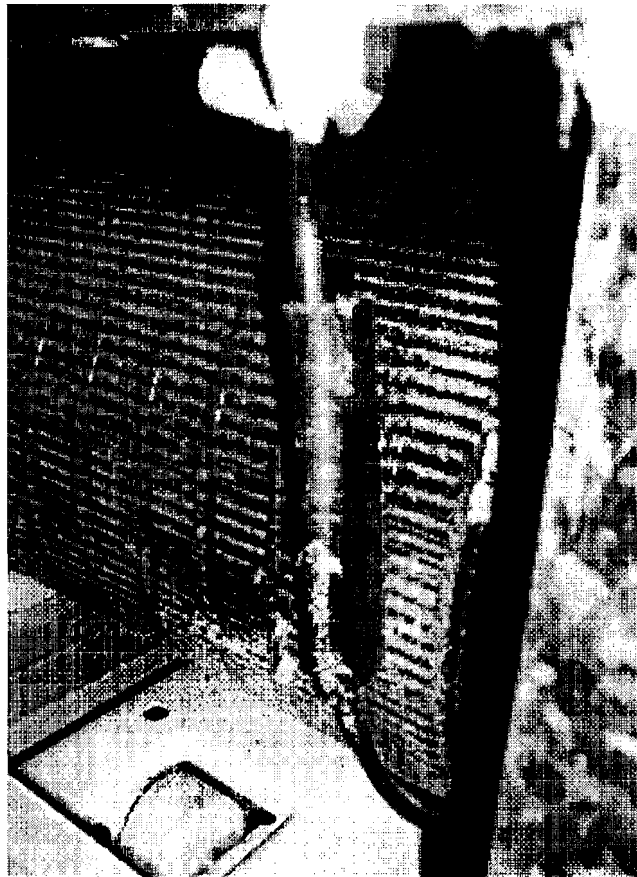


Photo 13 shows an additional copper pipe located behind the refrigerator.

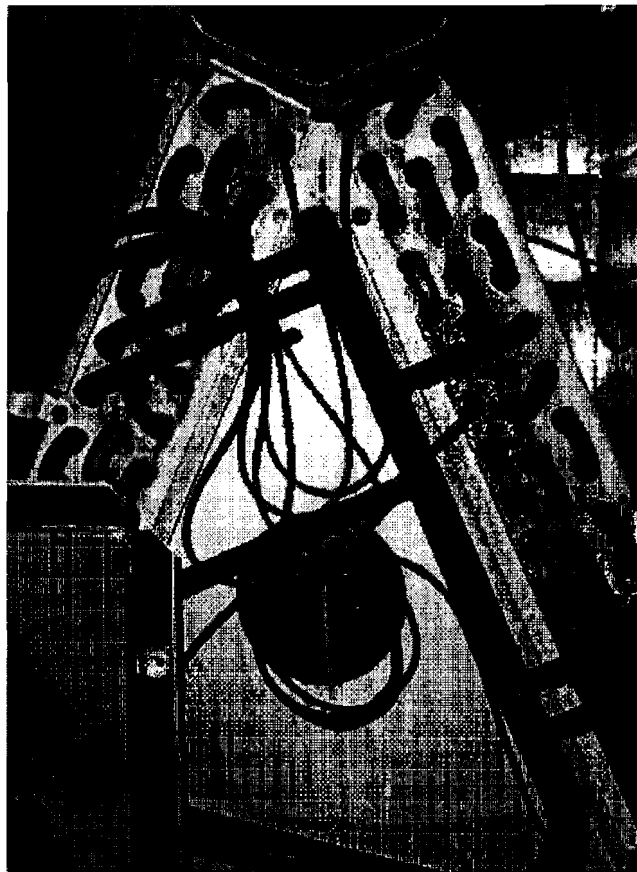


Photo 14 shows the air conditioning unit on the first floor.

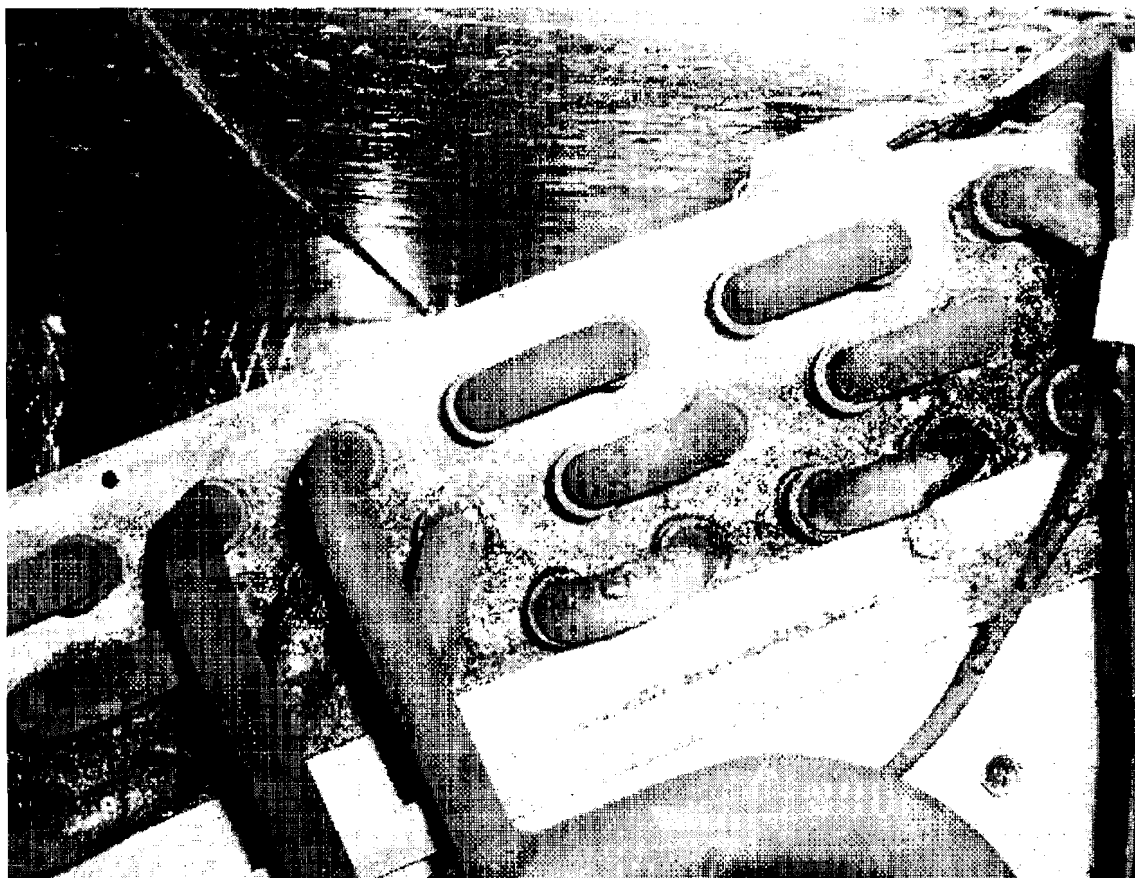


Photo 15 shows a closer view of the evaporator coils in the a/c unit.



Photo 16 shows another view of the corroded evaporator coils.



Photo 17 shows another view of the corroded evaporator coils and wiring.



Photo 18 shows more corroded coils and rust on the evaporator coils.

## SHORE PEDIATRICS

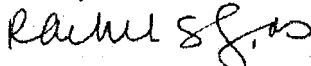
April 27, 2009

Re: Sydni Quittner DOB 12/23/08

To Whom It May Concern:

Sydni Quittner is currently under my care. I have evaluated this infant on several visits for respiratory symptoms including cough, runny nose, and eye-rubbing. Her parents have reported that their house contains Chinese drywall. As the health effects of this sulfur-containing compound are not fully known, and there is a known association between exposure to Chinese drywall and respiratory symptoms, it is my recommendation to Sydni's parents that she not reside in their home until this potentially toxic substance has been removed from the home environment.

Sincerely,



Rachel S. Shore, MD, FAAP

# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐

I request that you do not release my name. My identity is to remain confidential.

☐

You may release my name to the manufacturer but I request that you do not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

(Signature)

(Date)



## CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1.NAME OF RESPONDENT Lee Quittner	2.PHONE NO. (HOME) (WORK) 561-699-7913 unknown
3.STREET ADDRESS 9830 Cobblestone Creek Dr.	4.CITY ST ZIPCODE Boynton Beach FL 33472
4a.EMAIL ADDRESS	4b.INCIDENT CITY ST ZIPCODE Boynton Beach FL 33472

## 5.DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES

The A/C has been affected 3 times, it has also been serviced 3 times and it is currently not working. The A/C coils are  
- cont -

6. DATE OF INCIDENT(S) 03/26/2008	7.IF INJURY OR NEAR MISS, OBTAIN AGE/SEX 34 Y/M AND DESCRIBE INJURY severe respiratory issues, whooping cough	8.IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME self RELATIONSHIP self
--------------------------------------	--	--

9.DESCRPTION OF PRODUCT Chinese drywall	10.BRAND NAME Knauf Tijan
--	------------------------------

11.MFR/DISTRIBUTOR NAME, ADDR. & PHONE unknown  Blake unknown unknown unknown	12.MODEL, SERIAL #'s, DATE OF MFR unknown  <b>ISSUE 27</b>  <b>03/30/2009</b>	13.DEALER'S NAME, ADDRESS & PHONE unknown
---	--	--

14.WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES IF YES, BEFORE OR AFTER THE INCIDENT? AFTER DESCRIBE: See narrative for various problems.	15.PRODUCT PURCHASED NEW DATE PURCHASED 10/15/2006 AGE 2 Y  16.DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: None pertaining to the problem.
--	--

17.HAVE YOU CONTACTED THE MANUFACTURER? NO IF NOT, DO YOU PLAN TO CONTACT THEM? not sure	18.IS THE PRODUCT STILL AVAILABLE? YES IF NOT, ITS DISPOSITION	19.MAY WE USE YOUR NAME WITH THIS REPORT? YES
--	--	--

## FOR ADMINISTRATION USE

20.DATE RECEIVED 03/27/2009	21.RECEIVED BY (NAME & OFFICE) mlj/HL	22.DOCUMENT NO. H0930251A
23.FOLLOW-UP ACTION	24.PRODUCT CODE(S) 1876	
25.DISTRIBUTION	26.ENDORSER'S NAME & TITLE mlj 03/27/2009	

## CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

H0930251A

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**Narrative Continued**

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completely blackened.

All of the electrical wires in the home are corroded. The alarm system panel has been replaced twice. The consumer's 36" television has stopped working. All of the hardware (shower heads, lighting fixtures) have been replaced during the warranty period by the builder, but they are turning black in color and becoming pitted again.

The consumer believes that he has a severe, urgent, immediate electrical issue within the home. The consumer is in a community where most if not all of the homes were built around the same time. Therefore, the problem would definitely be widespread throughout this community. The consumer understands that federal and state government agencies are looking into this matter, but he believes that the CPSC should coordinate with FEMA and address this matter immediately. Based on problems that have been identified with this drywall, people can not live in these homes without being negatively affected by this problem. The consumer said based on his research, there has been enough drywall imported into the U.S., to where it could affect 60,000+ homes.

This problem needs to be brought to the national public's attention, because there may be an unidentified amount of people who have experienced similar problems as the ones caused by this drywall, but who may not have had any idea what was causing their problems.

The consumer can not emphasize strongly enough how severe this problem is. His 3 month old daughter has a constant runny nose and irritated/watery eyes. The consumer has experienced severe respiratory issues along with a whooping cough. He is extremely concerned about the types of health symptoms his wife experienced during her pregnancy and what his entire family may develop down the line as a result of the exposure to this drywall.

The consumer has also volunteered his home for inspection/investigation if the CPSC decides to look at it.

<b>Vict #</b>	<b>Sex</b>	<b>Age</b>	<b>Name</b>	<b>Relationship</b>
2	F	3 M	not given	daughter

<b>Vict #</b>	<b>Victim Injury Description</b>
2	constant runny nose and irritated/watery eyes

**Distributor Phone #:** unknown

**CPSC Source:** CPSC

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<b>1. Task Number</b> 090504CBB1663		<b>2. Investigator's ID</b> 8919		<b>EPIDEMIOLOGIC INVESTIGATION REPORT</b>
<b>3. Office Code</b> 810	<b>4. Date of Accident</b> YR MO DAY 2006 01 01	<b>5. Date Initiated</b> YR MO DAY 2009 05 05		
<b>6. Synopsis of Accident or Complaint</b> <b>UPC</b> <p>A 64 year old male and his 62 year old wife have experienced health problems from their drywall since moving into a new house in Cape Coral, FL in 2006. Evaporator coils in the air conditioning units and plumbing fixtures in the bathrooms have also been replaced due to corrosion. Drywall used in the house was labeled: "MADE IN CHINA."</p> <div style="text-align: right;"> <p><i>CPSA 6(b)(1) CLEARED for PUBLIC</i>  <i>NO MFRS/PRVTLBLRS OR</i>  <i>PRODUCTS IDENTIFIED</i>  <i>EXCEPTED BY: PETITION</i>  <i>RULEMAKING ADMIN. PRCDG</i>  <i>WITH PORTIONS REMOVED</i></p> </div>				
<b>7. Location (Home, School, etc)</b> 1 - HOME		<b>8. City</b> CAPE CORAL		<b>9. State</b> FL
<b>10A. First Product</b> 1876 - House Structures, Repair Or		<b>10B. Trade/Brand Name</b> CHINESE DRYWALL		<b>10C. Model Number</b> UNKNOWN
<b>10D. Manufacturer Name and Address</b> UNKNOWN				
<b>11A. Second Product</b> 381 - Air Conditioners		<b>11B. Trade/Brand Name</b> Not Responsive		<b>11C. Model Number</b>
<b>11D. Manufacturer Name and Address</b> Not Responsive				
<b>12. Age of Victim</b> 62	<b>13. Sex</b> 2 - Female	<b>14. Disposition</b> 1 - Injured, not Hosp.	<b>15. Injury Diagnosis</b> 68 - Poisoning	
<b>16. Body Part(s) Involved</b> 85 - ALL OF BODY	<b>17. Respondent</b> 1 - Victim/Complainant	<b>18. Type of Investigation</b> 1 - On-Site	<b>19. Time Spent (Operational / Travel)</b> 12 / 2	
<b>20. Attachment(s)</b> 9 - Multiple Attachments		<b>21. Case Source</b> 07 - Consumer Complaint		<b>22. Sample Collection Number</b>
<b>23. Permission to Disclose Name (Non NEISS Cases Only)</b> <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
<b>24. Review Date</b> 06/02/2009	<b>25. Reviewed By</b> 9057		<b>26. Regional Office Director</b> Dennis R. Blasius	
<b>27. Distribution</b> Blasius, Dennis; Rose, Blake; Woodard, Dean			<b>28. Source Document Number</b> I0940533A	

All of the information contained in this report was obtained during an on-site interview with the consumer and his wife on 5/15/2009. The consumer reported this incident to CPSC via the Internet on 4/21/2009.

The 64 year old consumer and his 62 year old wife had a new house built in Cape Coral, FL in 2006. The house was built on top of the foundation of an older home they had lived in for many years. The consumers moved into the new house in December 2006. The new, two story, Mediterranean style house measures 5,000 square feet has 4 bedrooms, 3 baths and a 3 car garage. The bedrooms are carpeted. There is natural gas service to the stove and fireplaces and electric service to the other appliances in the house. Woods studs were used in the house. The consumers have not noticed an odor in the house. The consumers do not have any pets.

The 64 year old male consumer stated that he was diagnosed with Chronic Obstructive Pulmonary Disease (COPD) before he moved into the new house. He stated that some days he has more difficulty breathing than other days. He does not know if his condition has been aggravated by the drywall in his house. The consumer's wife stated that in the last six months she has developed sinus problems and post nasal drip. She said that she sometimes wakes up in the morning with a headache and that she occasionally has insomnia. The consumer has not sought medical attention for her symptoms.

The consumer stated that he purchased a brand new dryer when they moved into the house. He said the dryer isn't drying properly now and the washing machine makes loud noises when it runs. The consumer also said the microwave's digital "brain" has been replaced three times since they moved into the house. He said it was first replaced six months after they moved into the home, replaced again 8 months later and was last replaced a year ago. A technician who repaired the microwave told the consumer that the firm had not really seen any previous problems with the consumer's microwave model.

The consumer said they have had problems with the home's three air conditioning units since the day they moved into the house. He said technicians came to the house several times to recharge the Freon after they moved in, but that never solved the problem. On 3/16/2009, an A/C technician found that the upstairs air conditioner unit was out of Freon and that the air compressor needed to be replaced. On 3/30/2009, A/C technicians opened all three air conditioning units in the consumer's house and performed a leak search. The consumer said that the evaporator coils in all three units were black. The evaporator coils were replaced on 4/14/2009. (Refer to copies of A/C invoices in Exhibit 21).

The consumer's wife stated that the light bulbs burn out in the upstairs bedrooms, the circuit breaker in the master bedroom upstairs trips, and the phone line went out in the office for the master bedroom. The consumer added that the light switches by the entry feel hot if they have been on for a while, and the smoke alarm at the top of the stairs activated last year for no reason.

The consumer stated a year into the home they noticed that the drain on the master bathroom sinks started pitting. The consumer got in touch with the builder and complained that the fixtures had started pitting. The builder agreed that the fixtures were faulty and replaced the faucets, shower bodies, knob Not Responsive tub filter, shower stops and handles in the master bathroom. The consumer stated that the new fixtures are showing signs of pitting again (refer to photos in exhibits 14-20). The consumer's wife stated that her silver jewelry has also turned black.

The consumer stated that 800 sheets of drywall were delivered to the house on 9/1/2009. The consumer said he walked by the drywall and noticed that it was labeled, "MADE IN CHINA." The consumer became upset that he couldn't even get American-made drywall in his house. (Refer to photos of the drywall being delivered to the house on 9/1/2009 in exhibits 1-13).

The consumer said he first realized there might be a problem with the drywall in his house on 3/16/2009 when the air conditioner technician visited his house and told him that the A/C was completely out of Freon. The consumer contacted his insurance company about the drywall. The consumer insurance company told him that it was an outside pollution problem that it is not covered by their homeowner's policy.

The consumer contacted the home builder on 3/16/2009. The homebuilder came to the consumer's house, examined the electrical wiring, and found that the copper wiring was turning black inside the light switches and the outlets. The builder told the consumer that they may have to rewire the entire house. The consumer said it would cost \$1,000,000 to replace the CAD 5 wiring throughout the home.

The consumer spoke to Senator Nelson when he visited Coral Lakes, FL in April 2009 to address the Chinese Drywall situation. He has also been in contact with Christopher Day, Legislative Counsel in the Senator Nelson's office.

The consumer said he has been approached by quite a few attorneys but he has refrained from joining a class action lawsuit. He said his short term plan is to gather all the information necessary to make government agencies realize the severity of the problem. The consumer said that long term he wants the house to be repaired.

During my 5/15/09 on-site, I observed and photographed the following: Pitting on the sink in the first floor guest bedroom (exhibits 14 & 15). Pitting on the shower drain the master bedroom bath (exhibit 16). Corrosion on gold fixtures inside the shower (exhibits 17 & 18). Pitting on the shower handle in the master bedroom bath (exhibit 19) and blackened copper pipe outside of second floor air handler (exhibit 20). There was no exposed drywall available for examination at the time of the IDI.

**PRODUCT IDENTIFICATION:**

There was no exposed drywall to examine in the consumer's house at the time of the IDI. The consumer stated that the drywall delivered was labeled Made in China. Refer to photos taken by the consumer of drywall in Exhibit 1-12.

House Structures: (Product Code 1876)  
Brand: Unknown  
Manufacturer: Unknown

Drywall Supplier: Stock Building Supply  
3601 Work Dr.  
Fort Myers, FL 33916  
(239) 337-5001

Builder: Alvian Homes  
3100 Del Prado Blvd.  
Suite 308  
Cape Coral, FL 33904  
(239) 541-0211

**EXHIBITS:**

Exhibits 1–20 Photographs.

Exhibit 21 Copy of Air Conditioner Service Invoices.

Exhibit 22 Authorization for Release of Name Form.

Exhibit 23 Respondent List.

Exhibit 24 Consumer Contact List.

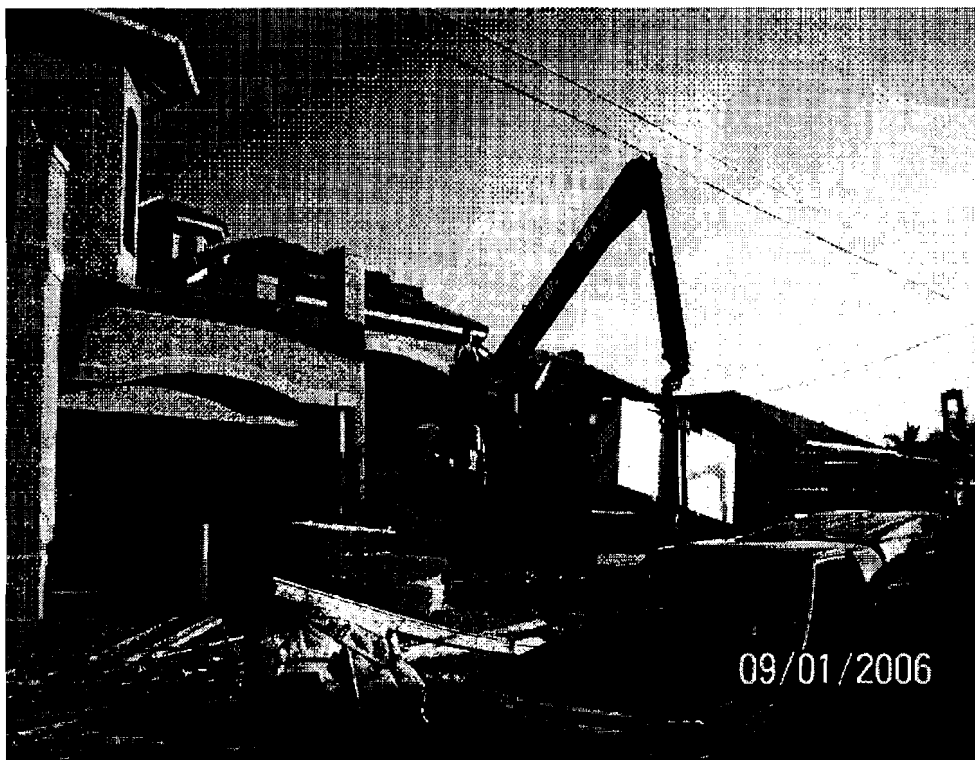


Exhibit 1 – Photograph of drywall being delivered to the consumer's home on 9/1/2006.

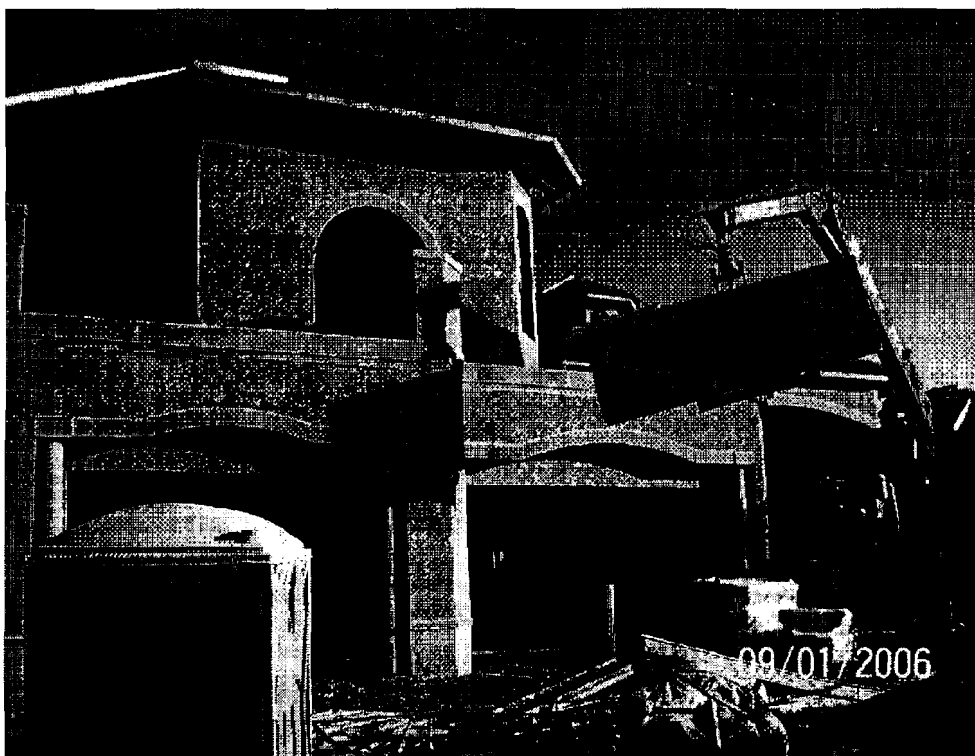


Exhibit 2 – Photograph of drywall being delivered to the consumer's home on 9/1/2006.



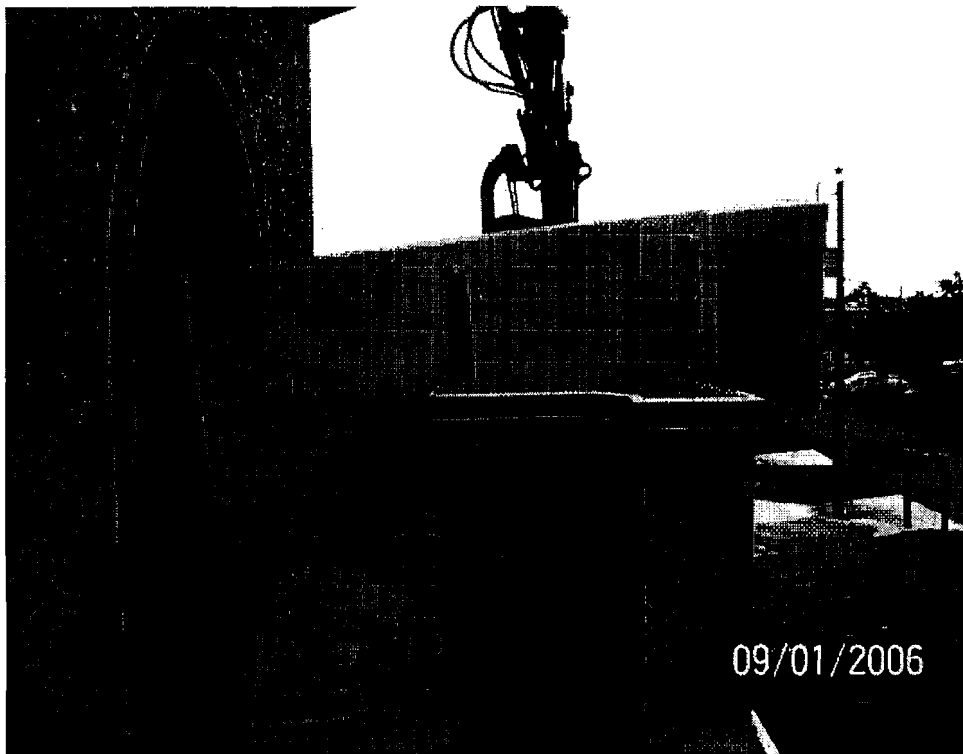
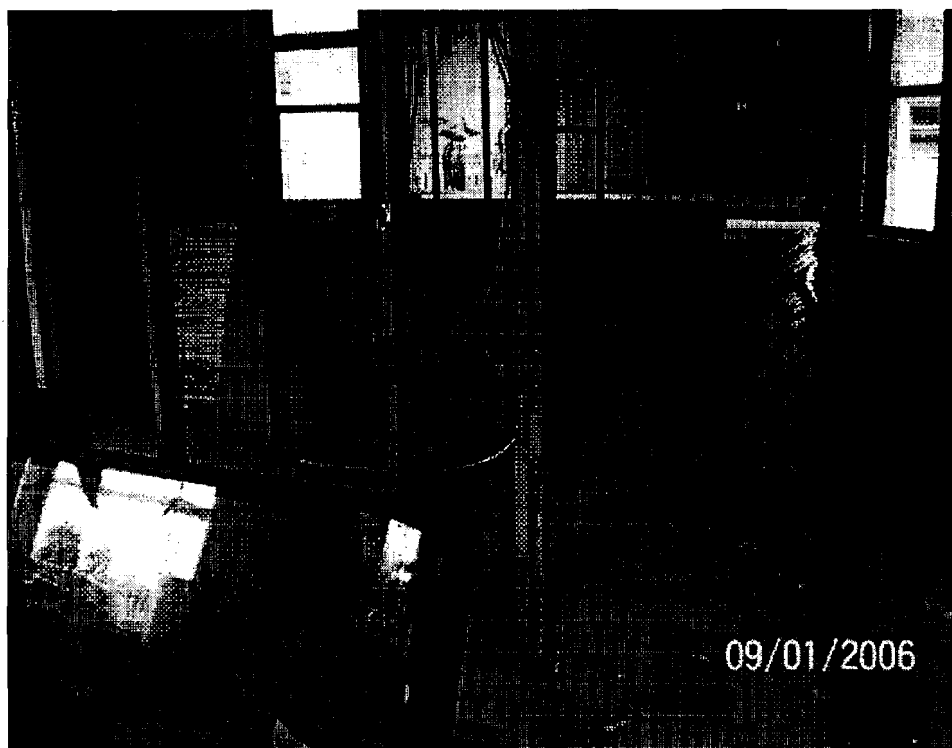


Exhibit 3 – Photo of drywall being carted into consumer's home.



Exhibit 4 – Photo of drywall sheets inside consumer's home.



Exhibits 5 & 6 – Additional views of drywall sheets inside consumer's home.





Exhibit 7 – Photograph of workers installing drywall inside consumer's home

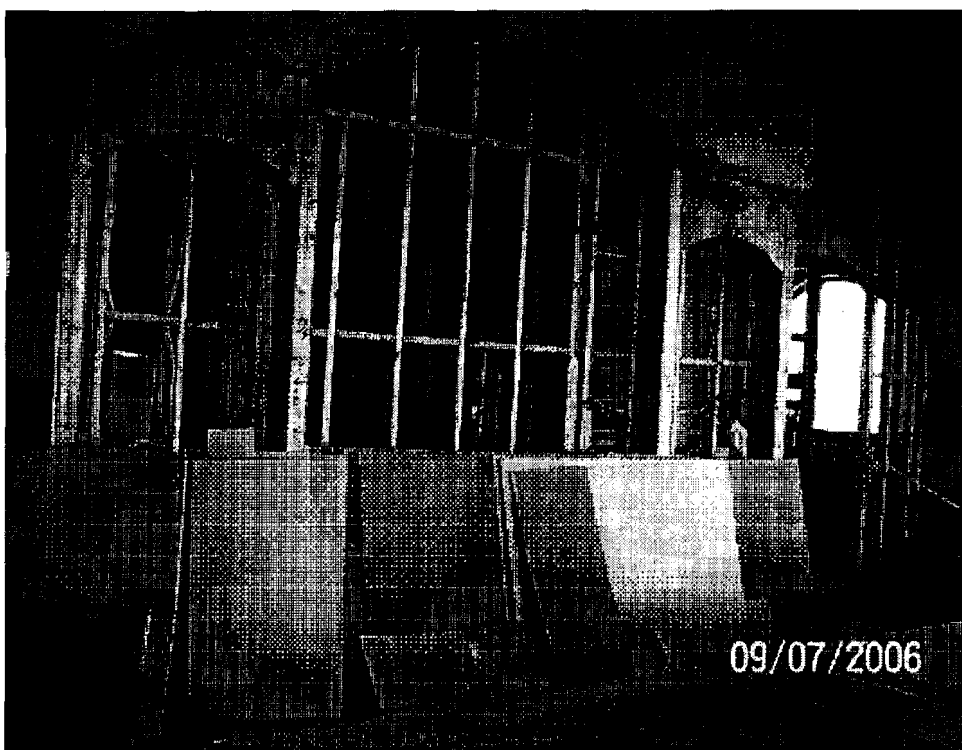


Exhibit 8 – Additional view of drywall in the consumer's house.



Exhibits 10 & 11 – Photograph of workers installing drywall in the consumer's house on 9/7/2006.





Exhibit 12 – Photograph of drywall being installed on 9/7/2009.



Exhibit 13 – Finished view of the outside of the consumer's home.

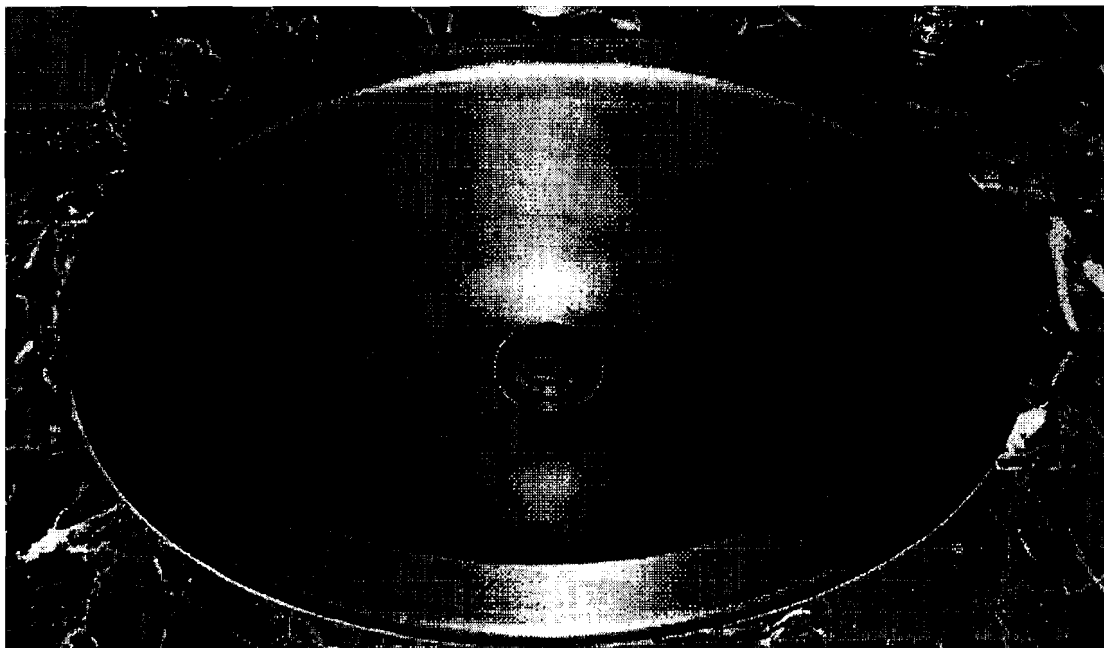


Exhibit 14 – Photograph of pitting on sink in the first floor guest bedroom.

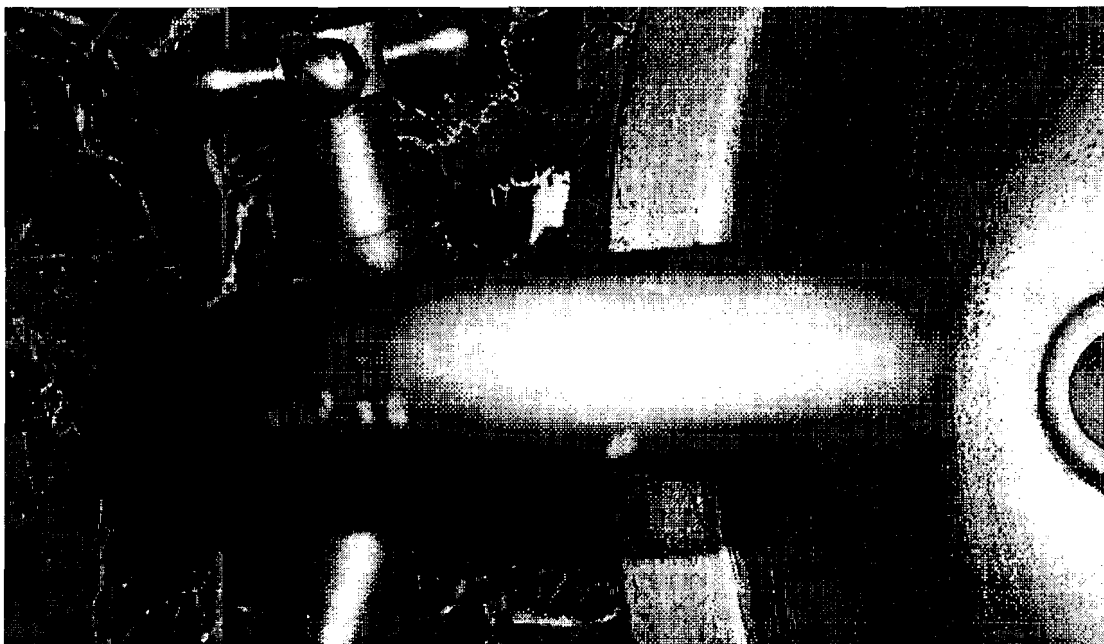


Exhibit 15 – Close up of pitting on bathroom sink in first floor guest bedroom.



Exhibit 16 – Photograph of pitting on shower drain the master bedroom bath.

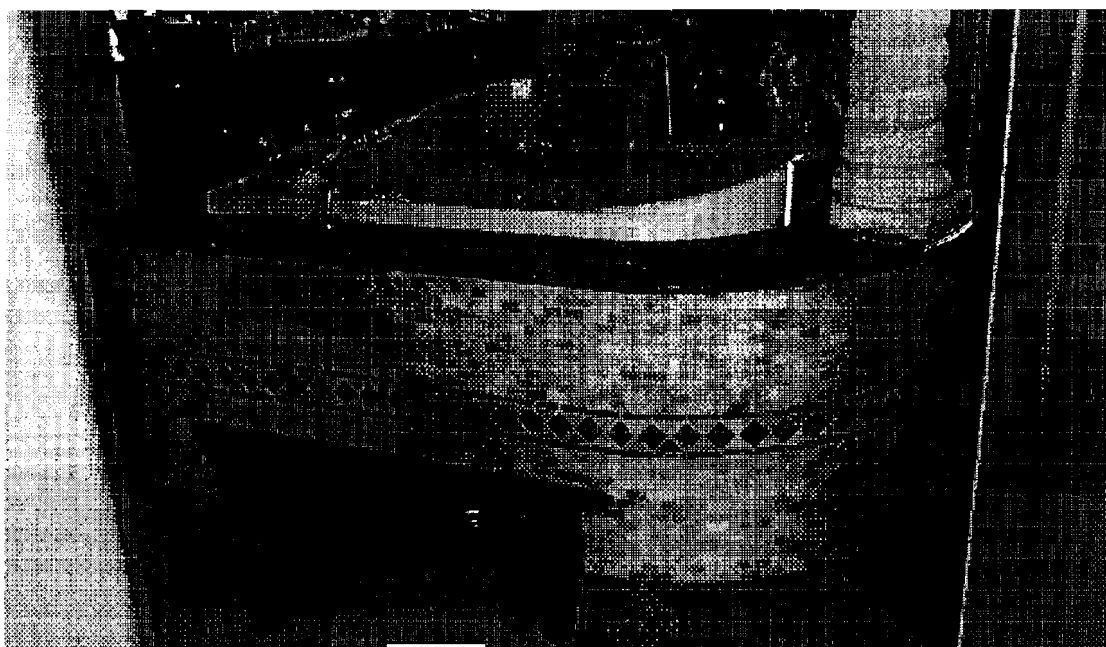


Exhibit 17 – Photograph of the 

Not Responsi
-----------------

 in the master bedroom bath.



Exhibit 18 – Photo of corrosion on gold fixtures inside the Jacuzzi.

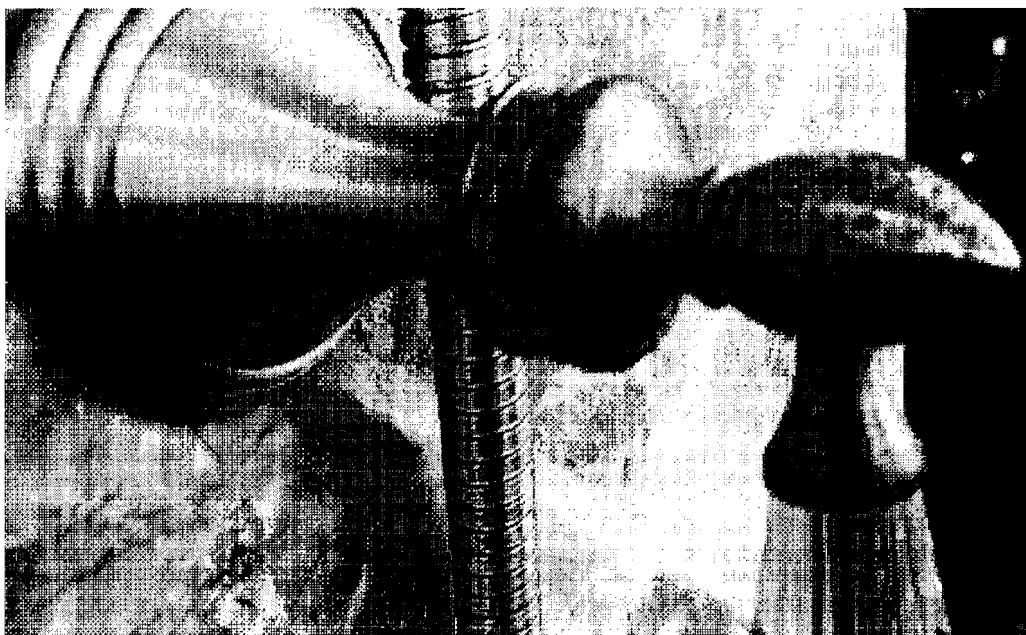


Exhibit 19 - Photo of pitting on shower handle in master bedroom bath.





Exhibit 20 - Photo of blackened copper pipe outside of second floor air handler.



**Purified Air Conditioning, Inc.**  
18000 Leetana Rd.  
N. Ft. Myers, FL 33917  
Office (239) 573-2086  
Fax (239) 543-1297  
Lic. #CAC053809

# Heating and Air Conditioning Invoice

Date 3-16-09

NAME (b)(3): CPSA Section 25(c)		PHONE	
STREET	INIT	BILLING ADDRESS	APT./UNIT
CITY	IP	CITY	STATE ZIP
ALTERNATE PHONE		PHONE NUMBER	AUTHORIZED BY PHONE NUMBER
TECH NAME <u>Casey</u>	SYSTEM INFORMATION		
TIME ARRIVED	MANUFACTURER		
TIME DEPARTED	MODEL NUMBER		
NORMAL	SERIAL NUMBER		
WARRANTY (1st YEAR)	AGE		
CONDITION (1 = BEST)	0 2 3 4 5 0 2 3 4 5		

PROBLEM REPORTED	PROBLEM DIAGNOSED
------------------	-------------------

QTY	PARTS AND MATERIAL USED	UNIT PRICE	AMOUNT	DESCRIPTION OF WORK PERFORMED
				Upon arrival, customer explained system was not cooling. Found system almost flat. Recharged system. Started system up. 2 stage system. compressor "1" works. "2" is hard. Needs "2" compressor replaced. Also need to perform leak search of the A/C coil. If no leak is found, must return 24 hr. no cost on system. Leak search is \$89. The total is \$397. Compressor is under warranty. Labor to replace compressor is \$740. Customer explained that system had no problem from day one.

<input type="checkbox"/> COMPRESSOR <input type="checkbox"/> SUCTION _____ PSI <input type="checkbox"/> HEAD _____ PSI <input type="checkbox"/> VOLTS _____ AMPS <input type="checkbox"/> ELECTRICAL CONNECTIONS <input type="checkbox"/> CONTACTS TIGHT & CLEAN <input type="checkbox"/> CONDENSER COIL <input type="checkbox"/> CLEAN COIL & CHECK FIN COND. <input type="checkbox"/> FAN & MOTOR <input type="checkbox"/> VOLTS _____ AMPS <input type="checkbox"/> ELECTRICAL CONNECTIONS <input type="checkbox"/> CONTACTS TIGHT & CLEAN <input type="checkbox"/> FAN PULLEYS (ADJUST BELT)	<input type="checkbox"/> CHECK & LUBE BEARINGS & MOTOR <input type="checkbox"/> EVAPORATOR COIL <input type="checkbox"/> CLEAN COIL & CHECK FIN COND. <input type="checkbox"/> THERMOSTAT <input type="checkbox"/> REFRIGERANTS <input type="checkbox"/> LEAKS <input type="checkbox"/> CHARGE <input type="checkbox"/> AIR FILTERS <input type="checkbox"/> CLEANED <input type="checkbox"/> REPLACED <input type="checkbox"/> CONDENSATE AREAS <input type="checkbox"/> INSPECT & CLEAN DRAIN PANS <input type="checkbox"/> INSPECT & CLEAN DRAIN <input type="checkbox"/> ELECTRICAL COMPONENTS <input type="checkbox"/> FLOAT SWITCH	SERVICE CHARGE <u>\$70</u> PARTS TOTAL CHARGE <u>\$740</u> CHECK NUMBER
--	--	--

PLEASE PAY FROM THIS INVOICE. NO OTHER STATEMENT WILL BE ISSUED I HEREBY AUTHORIZE AND ACKNOWLEDGE SATISFACTORY COMPLETION OF THE ABOVE WORK.		I HEREBY AUTHORIZE THIS WORK TO BE CHARGED TO MY CREDIT CARD. SIGN _____ \$ _____ AMOUNT CHARGED VISA OR MASTERCARD MUST HAVE FOUR SETS OF NUMBERS EXP. DATE _____ C.S.V. (three digit number on back of card) _____ Billing Zip Code _____
--	--	---

CUSTOMER SIGNATURE [Signature]



Purified Air Conditioning, Inc.  
18000 Leetana Rd.  
North Ft. Myers, FL 33917

# Invoice

Date	Invoice #
3/30/2009	1302

BILL To
ALLVIAN HOMES
(b)(3):CPSA Section 25(c)
Cape Coral, FL

Terms	Rep	Ship	Via	Project
Due on receipt	RS	4/14/2009	FAX	

Q ..	Item Code	Description	Price E...	Amount
	SERVICE PER...	PERFORMED LEAK SEARCH ON SYSTEM WE REPLACED COMPRESSOR ON. FOUND MULTIPLE LEAKS IN EVAPORATOR COIL, SYSTEM LOW ON REFRIGERANT. RALPH EXPLAINED THAT THE OTHER (2) SYSTEMS NOT WORKING PROPERLY. CHECKED REFRIGERANT LEVELS ON OTHER SYSTEMS, BOTH ARE LOW. PERFORMED ELECTRONIC LEAK SEARCH ON EACH SYSTEM, BOTH SYSTEMS EVAPORATOR COILS LEAKING. ALL (3) COILS NEED TO BE REPLACED. COILS ARE COVERED UNDER MANUFACTURER WARRANTY, LABOR AND MATERIALS ARE NOT COVERED. ADDED (14) LBS OF REFRIGERANT TO SYSTEMS TO BRING TO PROPER LEVELS FOR TEMPORARY COOLING.		
1	SERVICE DIA...		85.00	85.00
7	REFRIGERANT	FIRST FLOOR SYSTEM	25.00	175.00
4	REFRIGERANT	MAIN SYSTEM	25.00	100.00
3	REFRIGERANT	MASTER BEDROOM SYSTEM	25.00	75.00
3	LEAK SEARCH		79.00	237.00
1	PARTS	FOUND MOTOR AND MOTOR MODULAR BAD. PICKED UP PARTS UNDER WARRANTY FROM TRANE, RETURNED AND INSTALLED PARTS, NO CHARGE FOR LABOR.	0.00	0.00

**Total** \$672.00

Phone #	Fax #	E-mail
239-573-2086	239-543-1297	purifiedairconditioning@netzero.com



Purified Air Conditioning, Inc.  
18000 Leetana Rd.  
North Ft. Myers, FL 33917

# Invoice

Date	Invoice #
4/14/2009	1303

Bill To
<b>ALL VIAN HOMES</b> (b)(3).CPSA Section 25(c)  Cape Coral, FL

Terms	Rep	Ship	Via	Project
Due on receipt	RS	4/14/2009	FAX	

Q...	Item Code	Description	Price E...	Amount
3	EVAPORATOR...	COATING	535.00	1,605.00
1	EVAPORATOR...	4-TON HORIZONTAL. LABOR, MATERIALS, REFRIGERANT	600.00	600.00
1	EVAPORATOR...	3-TON VERTICAL. LABOR, MATERIALS, REFRIGERANT	475.00	475.00
1	EVAPORATOR...	2-TON VERTICAL. LABOR, MATERIALS, REFRIGERANT	475.00	475.00
			<b>Total</b>	<b>\$3,155.00</b>

Phone #	Fax #	E-mail
239-573-2086	239-543-1297	purifiedairconditioning@netzero.com

# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☒

I request that you do not release my name. My identity is to remain confidential.

☐

You may release my name to the manufacturer but I request that you do not release it to the general public.

☐

(b)(3).CPSA Section 25(c)

to the manufacturer and to the public.

(Date)

5/13/09



**IDI # 090504CBB1663**

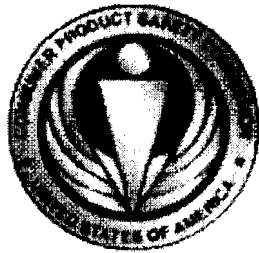
**Exhibit 23**

**RESPONDENT LIST:**

1.

(b)(3):CPSA Section 25(c)

The consumers were initially contacted on 5/5/2009.



**IDI # 090504CBB1663**

**Exhibit 24**

**CONSUMER CONTACT LIST:**

(b)(3):CPSA Section 25(c)

consumer, Cape Coral, FL reported problems associated with Chinese drywall to:

1. Bill Bernecker, General Adjuster  
AIU Holdings  
P.O. Box 157273  
Cape Coral, FL 33915  
(973) 727-8536
2. Rob Rimany, President  
Alvian Homes  
3100 Del Prado Blvd.  
Suite 308  
Cape Coral, FL 33904  
(239) 541-0211
3. Christopher Day, Legislative Counsel  
Senator Bill Nelson (FL)  
(202) 224-5274  
(202) 228-2183  
[Christopher\\_Day@BillNelson.Senate.gov](mailto:Christopher_Day@BillNelson.Senate.gov)





1. Task Number 090727CBB1886		2. Investigator's ID 9102		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2007 08 15	5. Date Initiated YR MO DAY 2009 07 27		
6. Synopsis of Accident or Complaint UPC 0-22332-02184-3  The 54 year old male and 64 year old female home owners moved into their home in August 2006 and replaced their new air conditioner coils in August 2007. They had previous upper respiratory problems and were uncertain of health problems due to the drywall in their home. The home had numerous examples of corrosion to copper and mirrors in their home. Only the ceiling drywall could be identified.  <div style="text-align: right;"> MFR/PRVLBR NOTIFIED  COMMENTS: <u>YES</u> <u>NO</u>  <u>OVERRULED</u>; <u>ATTACHED</u>  <u>EXCISIONS/FOIA EXS.</u> <u>6/25/09</u>  <u>DO NOT RE-NOTIFY</u> <u>RE-NOTIFY</u>  <i>WVC</i>  <i>5/24/2010</i> </div>				
7. Location (Home, School, etc) 1 - HOME		8. City SUN CITY CENTER		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name NATIONAL GYPSUM		10C. Model Number GRIDMARX
10D. Manufacturer Name and Address NATIONAL GYPSUM COMPANY 2001 Rexford Road Charlotte, NC 28211				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 54	13. Sex 1 - Male	14. Disposition 0 - No Injury	15. Injury Diagnosis 70 - No Injury	
16. Body Part(s) Involved 99 - NO INJURY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 20 / 4	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 08/11/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Blasius, Dennis; Matheson, Joanna; Rose, Blake; Khanna, Rohit; Trotta, Andrew			28. Source Document Number 10960598A	

This investigation was initiated by a complaint received by the U.S. Consumer Product Safety Commission.

The information contained in this investigation was supplied by the following sources:

1. An onsite interview with the male owner of the home on 7-28-2009.

Family Members:

Husband – 54 year old male

Wife – 64 year old female

This incident involves health issues and copper and metal corrosion at the non seasonal home of the victims over an extended period of time as will be detailed later in this report which the owners believe were caused by contaminated Chinese drywall used in the construction of their home.

An engineering firm was hired by the CPSC to collect and conduct air and drywall sampling and examination at the home and the results will be provided to the consumer once completed.

The home was 2 bedrooms plus den, 2 bathrooms new construction, 1820 square foot home in Sun City Center, FL. The owner contacted the CPSC on 6-17-2009. The incident date is being listed as when the Air Conditioner coils were replaced on an unspecified date in August of 2007.

The home was built in 2006 and the homeowners purchased and occupied the home in August of 2006. The home is a single story ranch style home with tile in the main living areas and carpeting in the bedrooms. The home was a cinder block and stucco construction home with wood studs. The home was mainly electric with natural gas to the clothes dryer, central heater and water heater.



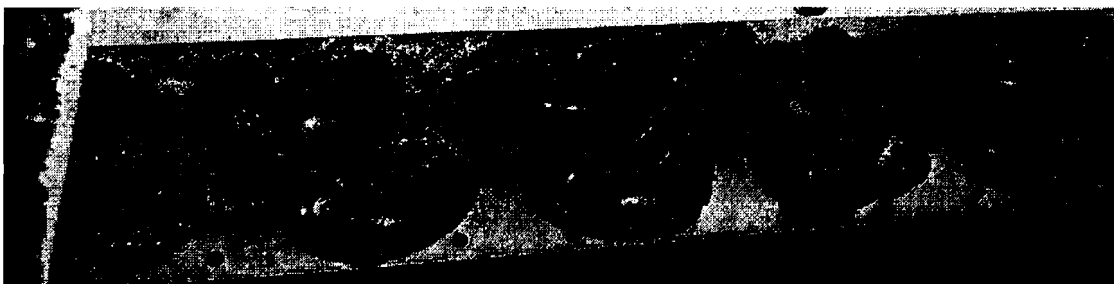
The homeowners had no invoices they could locate to document the drywall supplier or installer however a firm they believe installed the drywall is included at the end of this report.. The home owners conducted no changes or replacements to the drywall, paint etc. They had no pets.

The homeowners lived in the home on a full time basis until August 2007. They commute to the Washington DC area as consultants and since that time are gone three out of four weeks each month.

Both the homeowners had sensitive sinus conditions before they moved into the home and could not tell any difference in their health condition since living in the home. However they noticed a distinctive pungent solvent like odor upon moving into the home and notice the odor each time they returned to the home, but became accustomed to the odor very quickly. This investigator noticed a sulphur smell immediately upon entering the home and noticed eye irritation after being in the home 3 hours.

They did not notice any stronger odors anywhere in the home and did not notice that the odor was stronger at any particular time.

The homeowners had not noticed any particular problems with the appliances or electronics of the home until their Air Conditioner coils failed and had to be replaced under warranty in August of 2007. The AC coils were inspected during this onsite investigation and showed considerable rusting/corrosion.

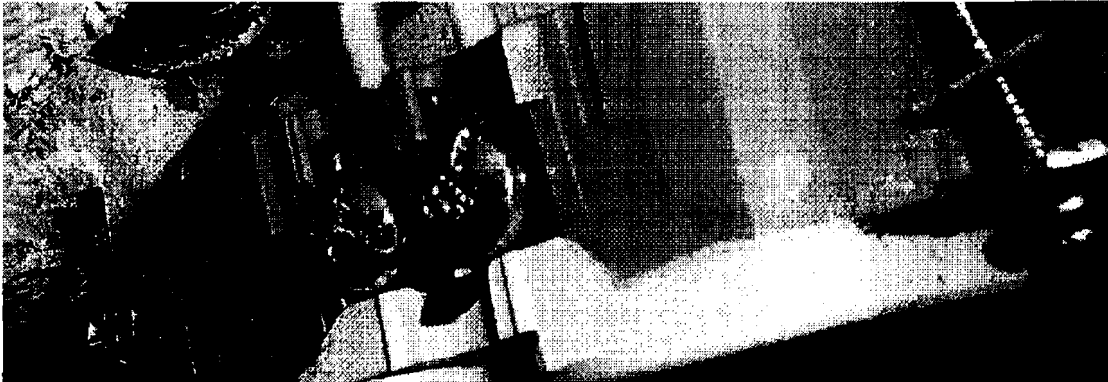


Photograph of recent corrosion to the evaporator coils at the home.

The only other item which had failed in the home was the television cable box which had been replaced twice for unknown reasons.

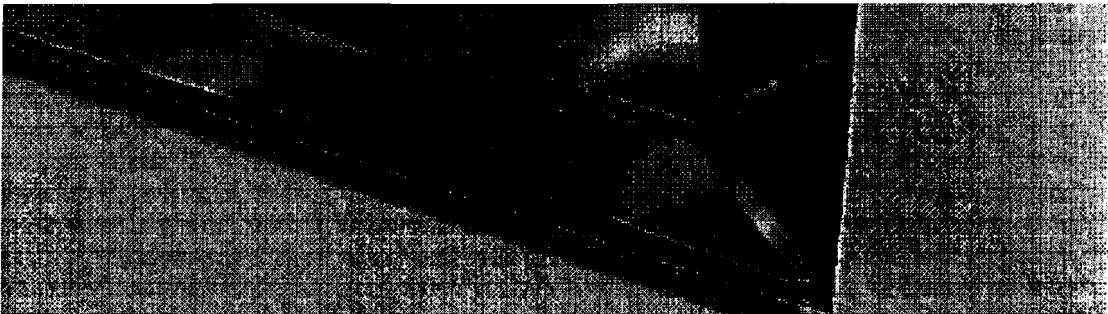
The homeowners saw a television news article in January of 2009 about homes having Chinese Drywall and the accompanying problems. They immediately realized that their home was probably constructed out of Chinese Drywall and began to investigate their home for symptoms.

The home had moderate corrosion to the copper water supply lines underneath the sinks and considerable blackening of the ground copper electrical wiring at the electrical receptacle. The brass water cut offs had turned an odd brown bronze color.



Photograph of blackening of the ground and power wires to the dining room electrical receptacle.

A bathroom mirror was showing corrosion at the edges.



Photograph of the bathroom mirror corrosion.

The brand, name or manufacturer of the drywall in the walls could not be identified. However a piece of drywall the consumer cut out of the ceiling in the garage to install an attic access had been retained and appeared to be American made. The information on that firm and labeling is included in the exhibits; however the drywall in the ceiling is not necessarily the same as that in the walls. In fact the homeowner indicated that the drywall thickness in the ceiling is different than the drywall in the walls and probably a different manufacturer.

The consumers contacted the builder who inspected their home on 4-30-2009. They found blackened AC evaporator coils, blackened electrical copper wiring in the outlets, blackened refrigerator coils, moderate corrosion of the water supply lines and a definite sulfur odor in the home. According to the consumer, the builder refused to produce a report or document their inspection of the home.

On 6-08-2009 an adjuster of the homeowner's insurance company inspected the home but had not produced a report for the consumer. On 6-09-2009 an engineer for the homeowner's attorney inspected the home but had not produced a report for the consumer.

The homeowner indicated he would send a copy of any reports they receive.

On 6-19-2009 an engineer was hired by the consumer's attorney, inspected the home but had not produced a report by the time of this inspection by the CPSC. A copy of the consumer's time line is included in the exhibits.

The consumer also indicated that he had attempted to use 35mm film for his camera but it could not be developed and had been affected/corroded by the odors in his home. The builder is now in Chapter 11 and information about the firm is included in the exhibits. The homeowner had not experienced any flickering lights or breakers flipping.

The homeowner had heard from the community the name of the drywall installer for the builder. He had no documentation. Two firms by the same name were located on the Internet and their addresses are included in the exhibits.

The consumer indicated he had also completed an online complaint with the Florida Department of Health and had been on ABC's Action News twice explaining problems with his home.

Photographs of the consumer's home are included in the exhibits. The homeowner indicated his permission to release his name only to the manufacturer of the drywall. A copy of the permission to examine the home is included in the exhibits. The exit final release form was not signed.

#### **Product Information:**

**Product: Wall Drywall, Possible Chinese Drywall**  
**Manufacturer: Unknown**

**Product: Ceiling drywall**  
**National Gypsum Company Headquarters**  
2001 Rexford Road  
Charlotte, North Carolina 28211  
Phone: 704-365-7300  
Fax: 800-329-6421  
[ng@nationalgypsum.com](mailto:ng@nationalgypsum.com)  
Barcode: 0-22332-02184-3  
GridMarX

**Builder:**

**WCI Communities, Inc.**  
24301 Walden Center Drive  
Bonita Springs, FL 34134  
United States Of America  
Employees: 1,800  
Investor Relations  
Phone: (239) 498-8269  
(239) 498-8146  
(239) 498-8200  
[www.wcicomunities.com](http://www.wcicomunities.com)

**Management:**

David L. Fry  
Interim President and CEO  
Jonathan M. Pertchik  
Chief Restructuring Officer  
Russell Devendorf  
Senior Vice President and Chief Financial Officer  
Paul D. Appolonia  
Senior Vice President of Human Resources  
Vivien N. Hastings  
Senior Vice President and General Counsel

**Drywall Subcontractor:**

**Hinkel Drywall**

Further details could not be determined or ascertained. Two firms by the same name are listed in the exhibits.

**Drywall Supplier:**

**Unknown**

**Attachments:**

Exhibit #1	Contacts
Exhibit #2	Release of name form
Exhibit #3	Photographs of the home (20)
Exhibit #4	Consent form to inspect and sample the home
Exhibit #5	Information on the builder
Exhibit #6	Information on the ceiling drywall manufacturer
Exhibit #7	Time line notes from the consumer
Exhibit #8	Two possible drywall installer firms.

**Contacts:**

7-28-2009



**Consumer contacts:**

4-30-2009 Tim with WCI  
6-8-2009 unspecified adjuster from HomeWise Insurance  
6-9-2009 Michael Bass and engineer with HAS, hired by HomeWise  
inspected home  
6-19-2009 unspecified engineer hired by Krupnick Law Firm inspected home.

Details, addresses and phone numbers for the contacts were not provided.

# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐

I request that you do not release my name. My identity is to remain confidential.

☒

You may release my name to the manufacturer but I request that you do not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

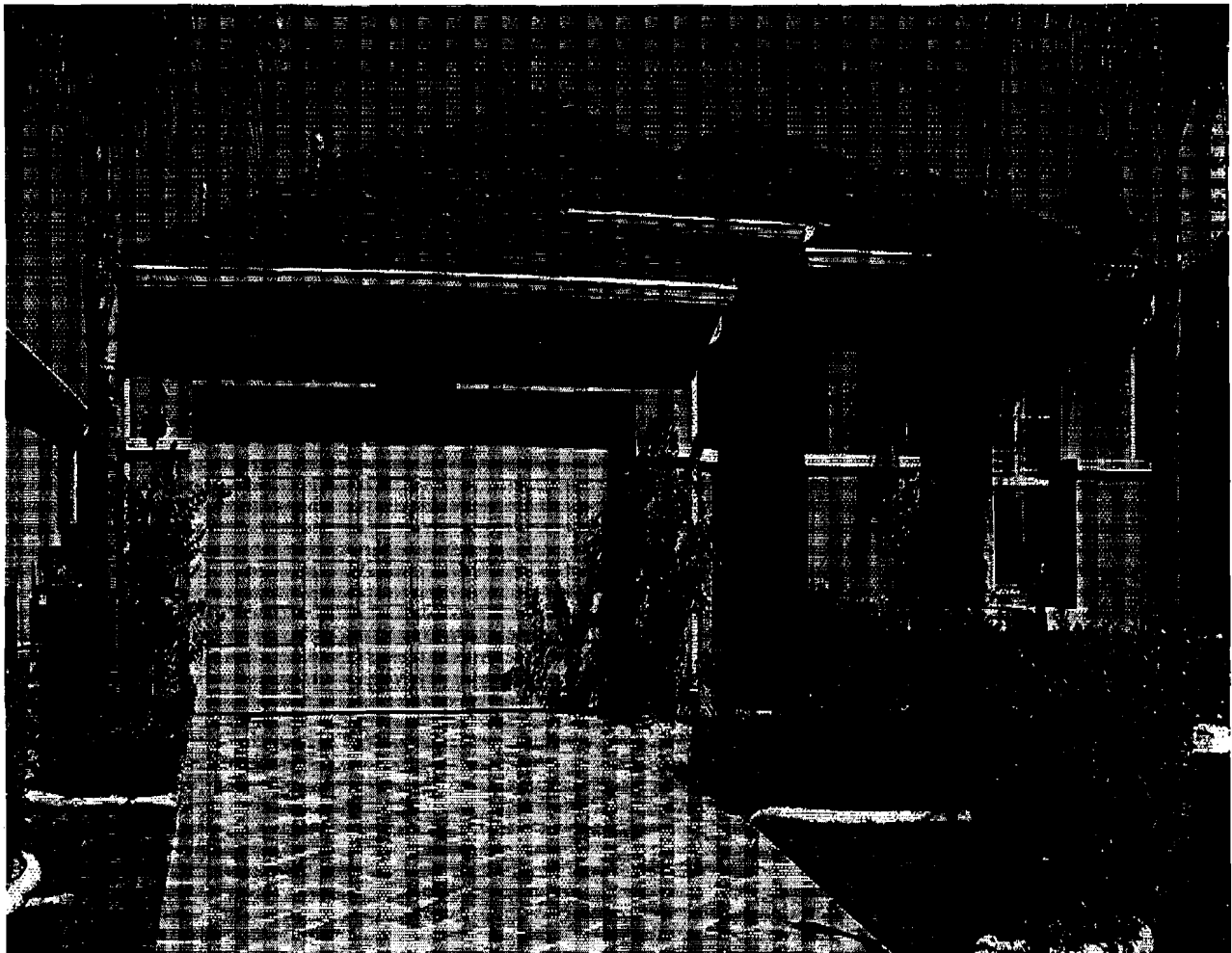


(Signature)

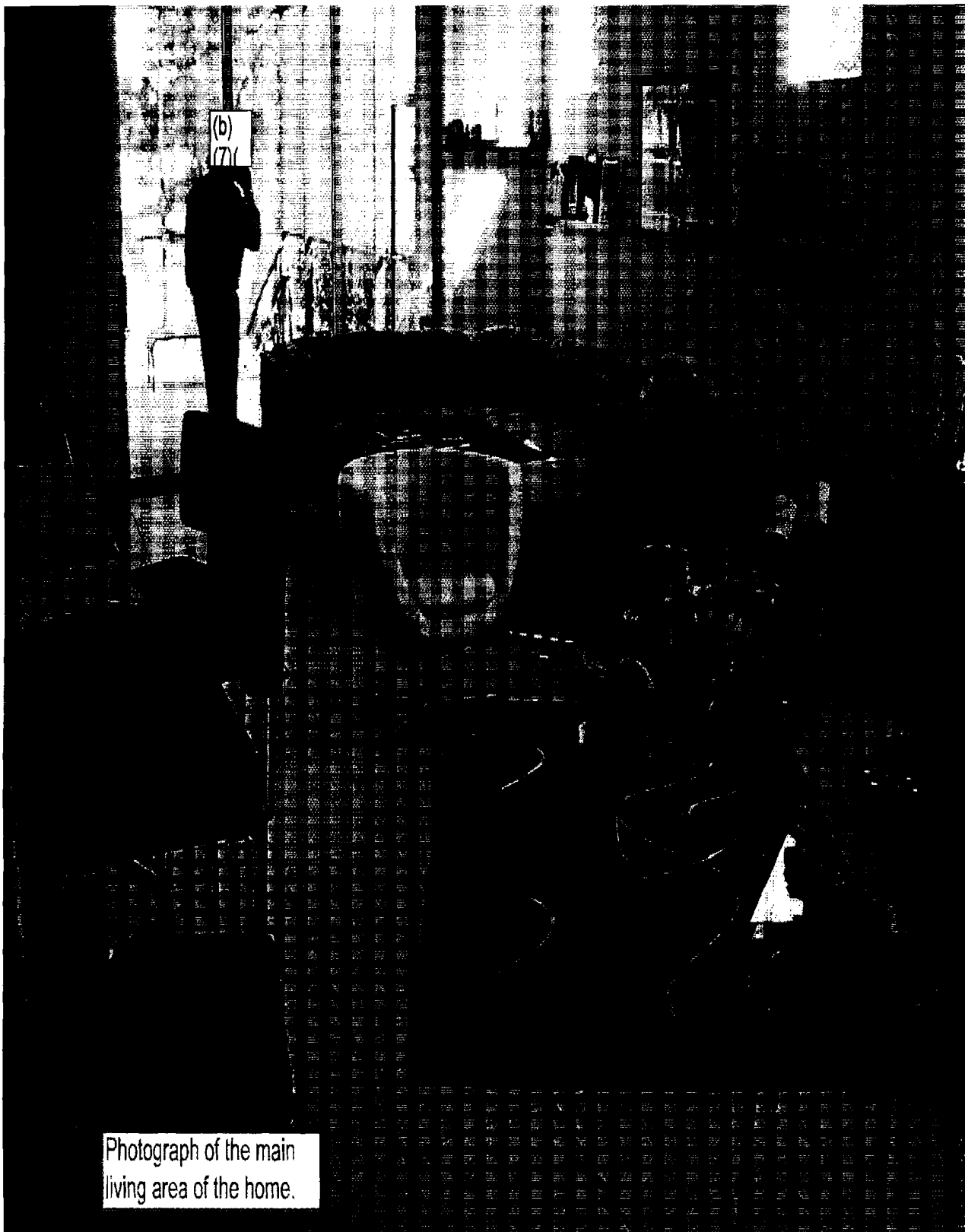
07/31/2009

(Date)



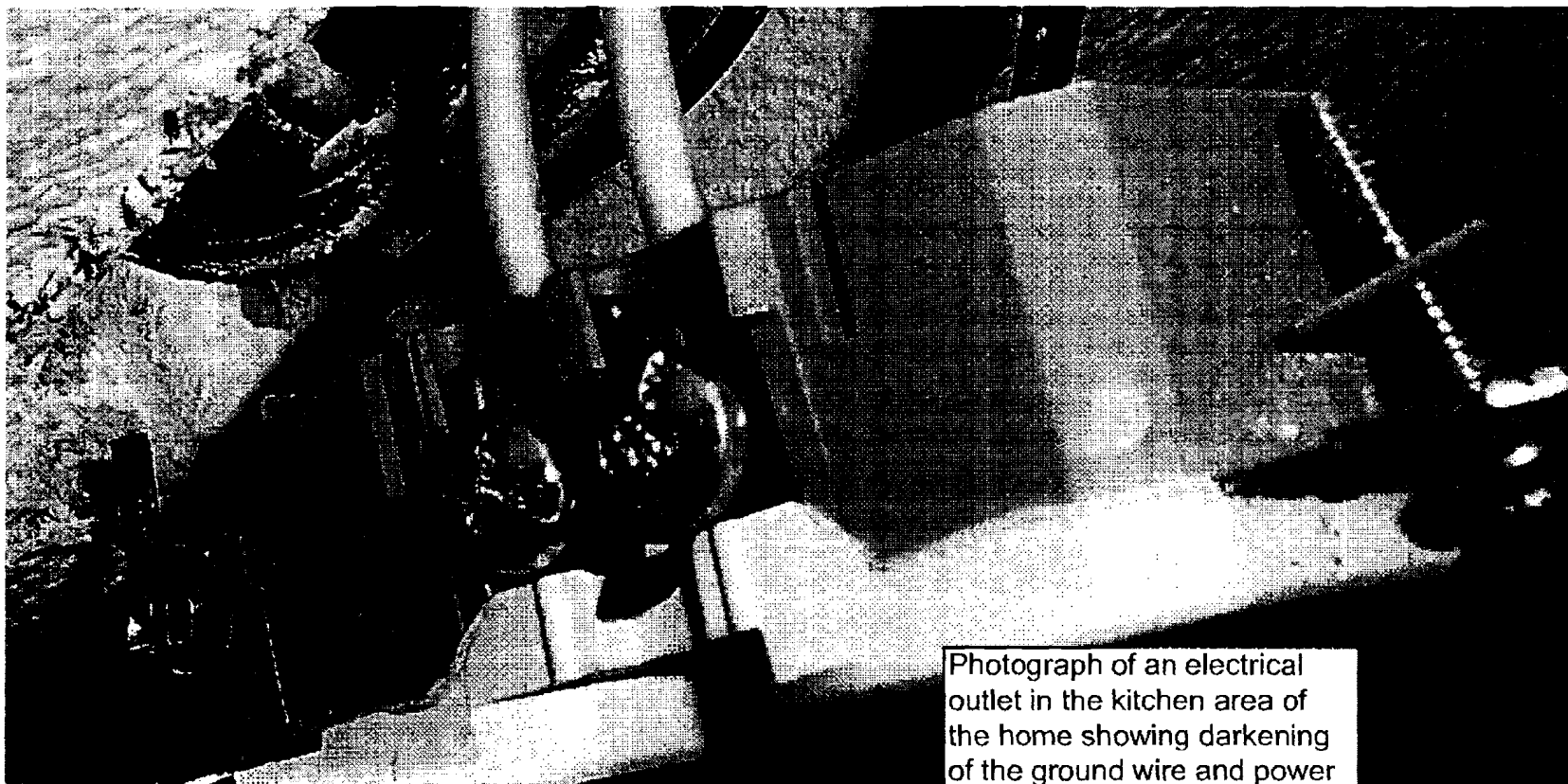


Photograph of the front of the  
home

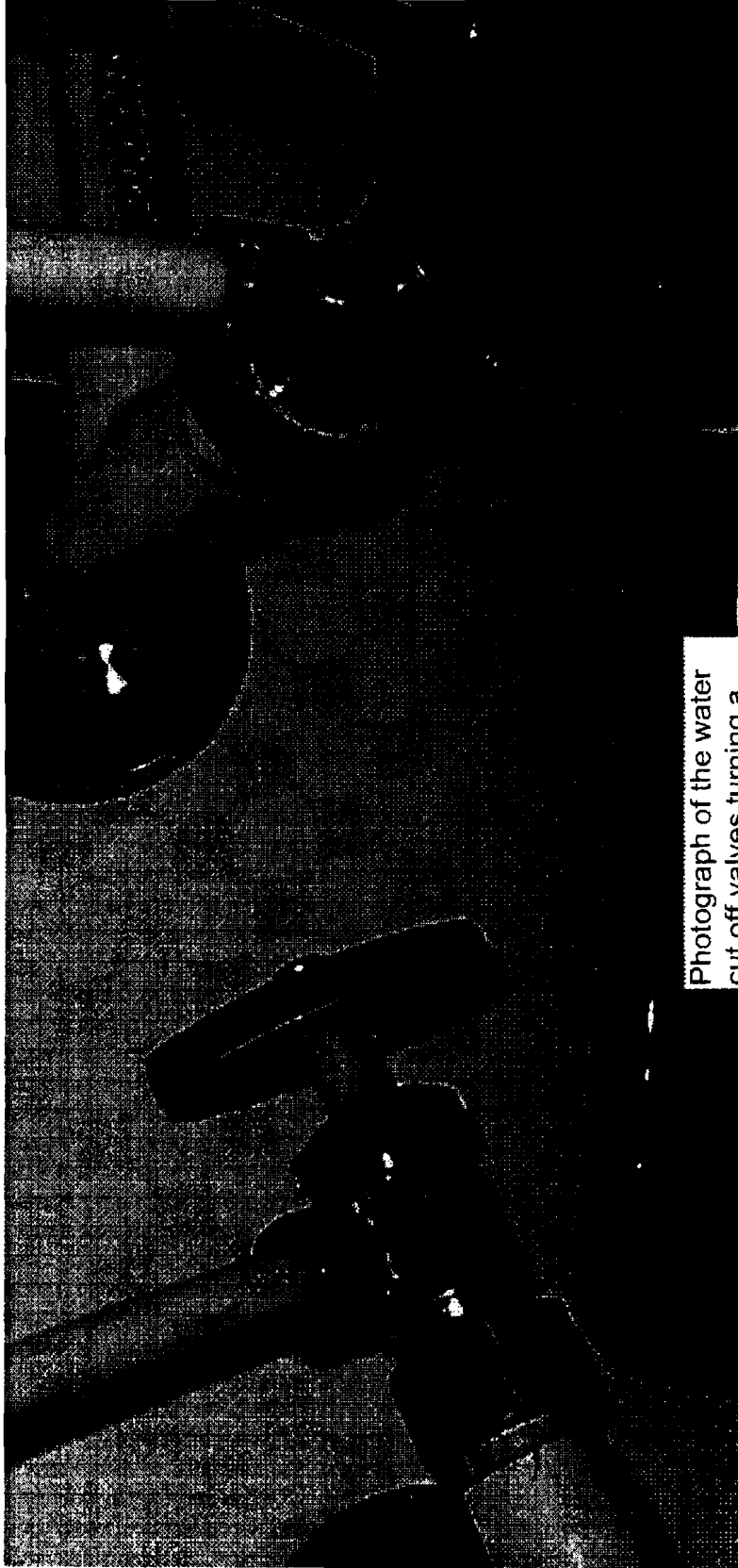


(b)  
(7)(C)

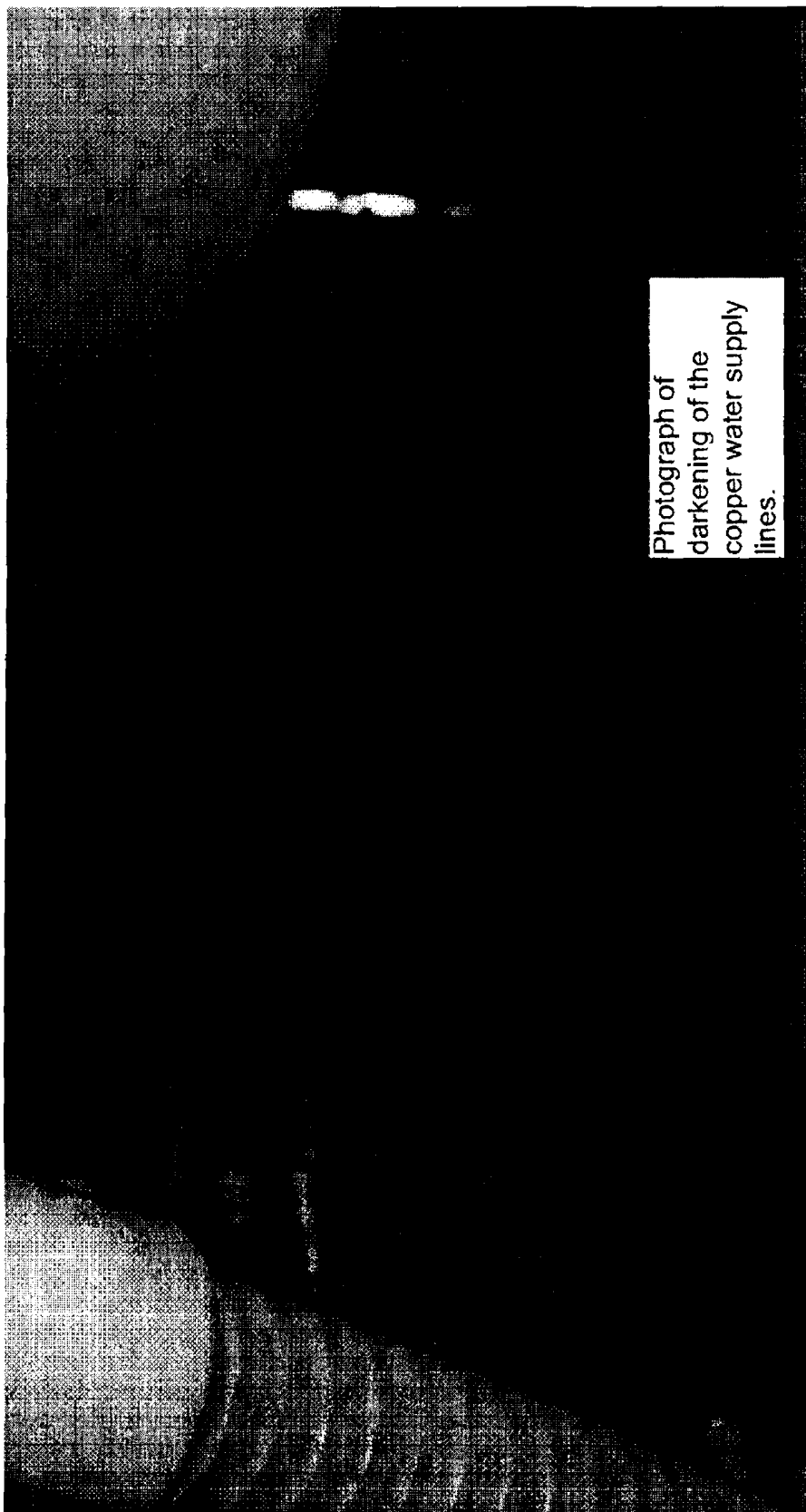
Photograph of the main  
living area of the home.



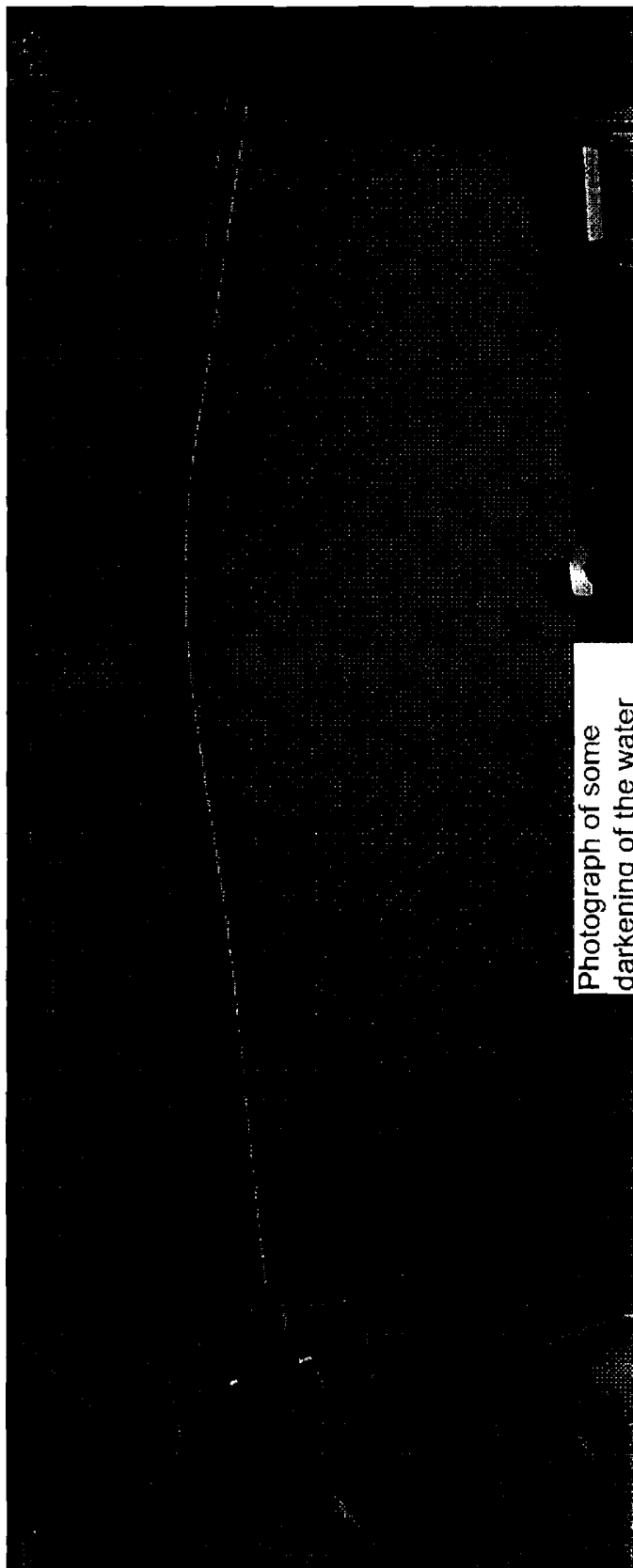
Photograph of an electrical outlet in the kitchen area of the home showing darkening of the ground wire and power wires.



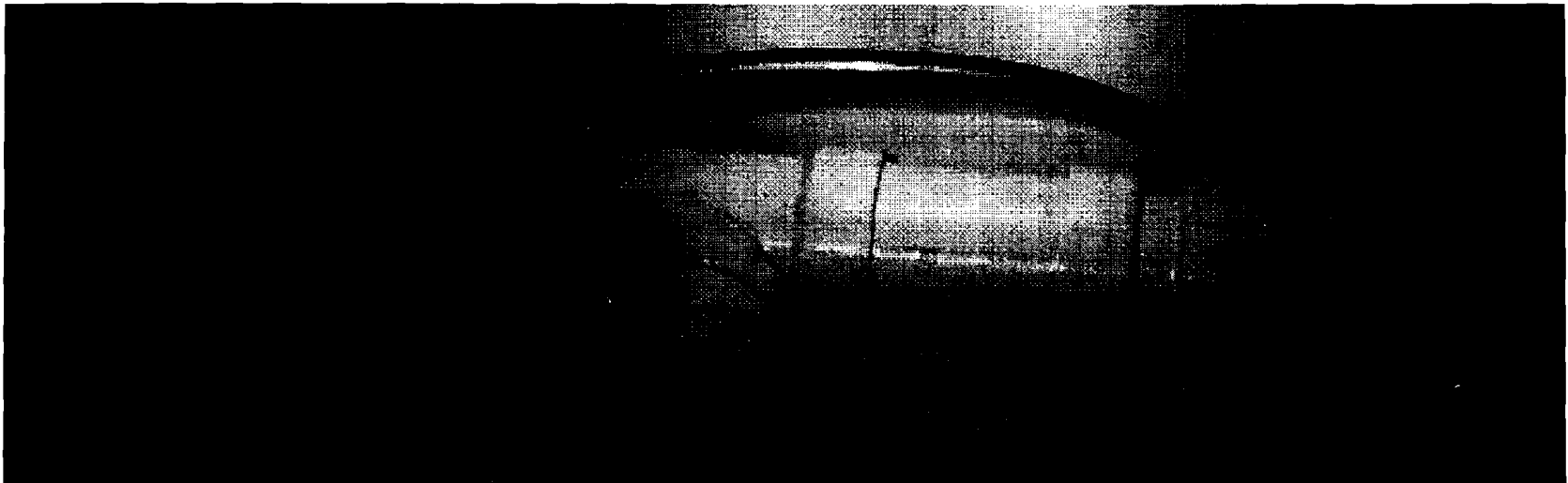
Photograph of the water cut off valves turning a brown-bronze color.



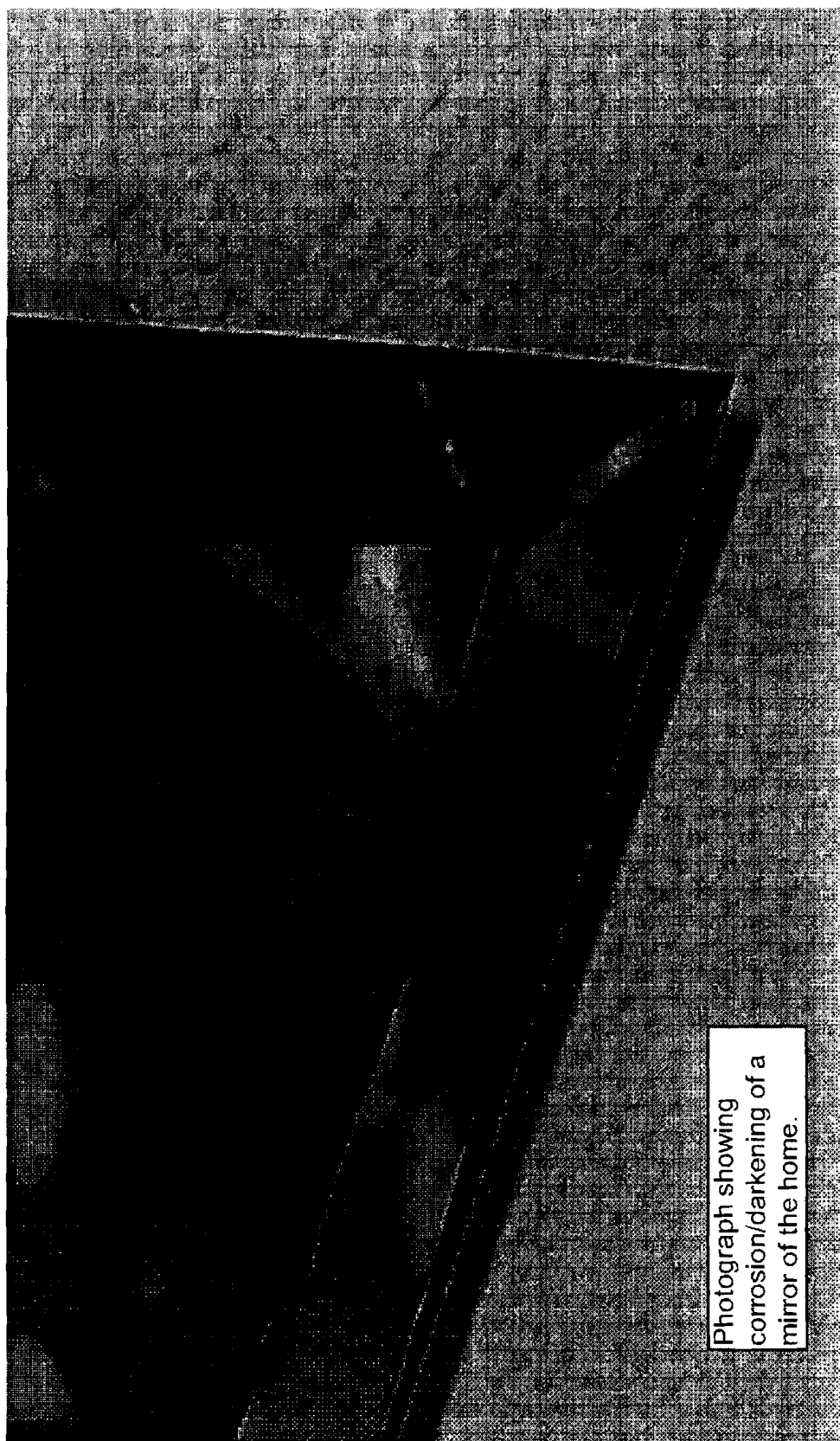
Photograph of  
darkening of the  
copper water supply  
lines.



Photograph of some darkening of the water supply line to the bathroom sink.



Photographs showing  
some darkening of  
the copper water  
supply line to another  
sink of the home.

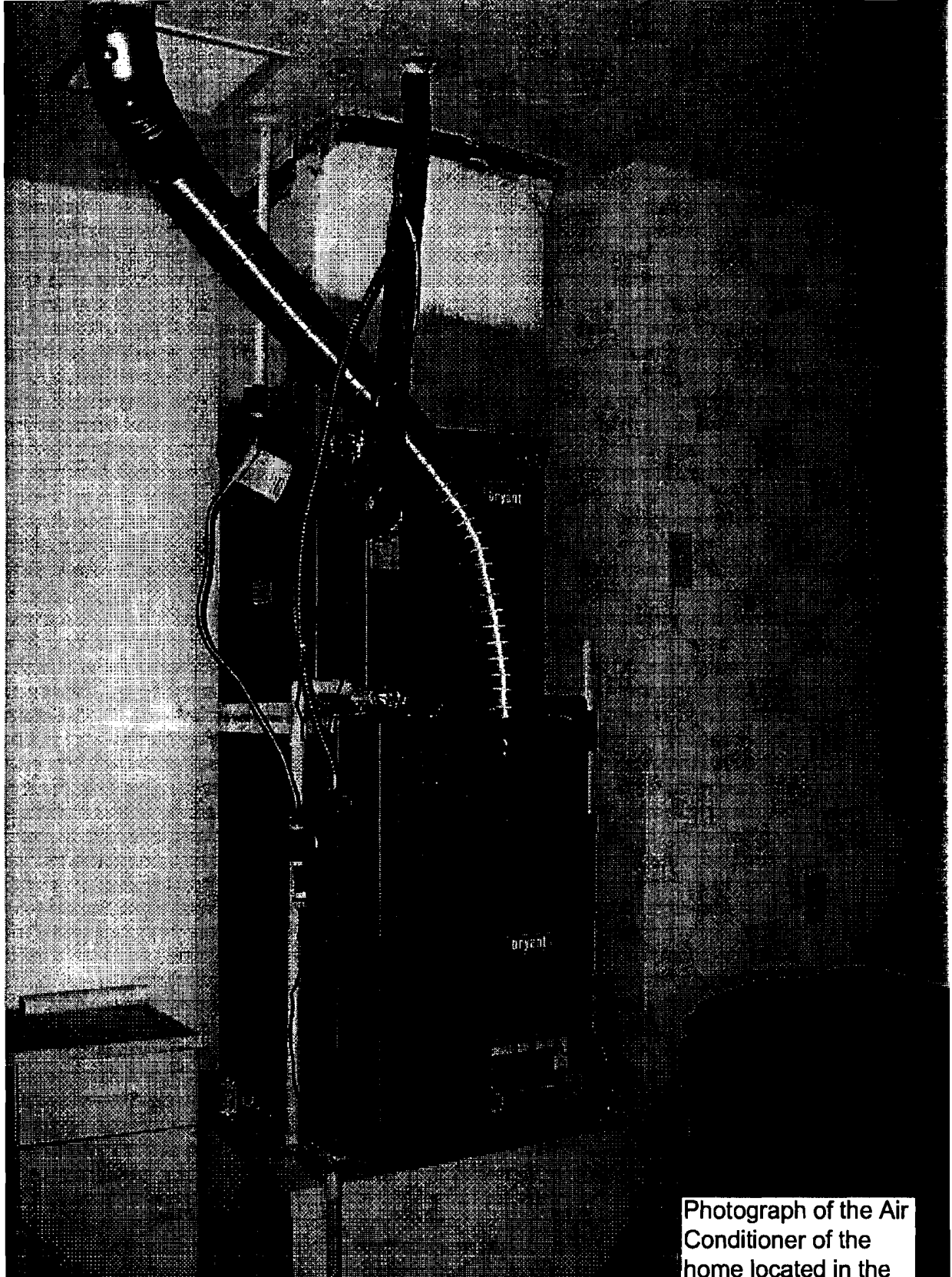


Photograph showing  
corrosion/darkening of a  
mirror of the home.

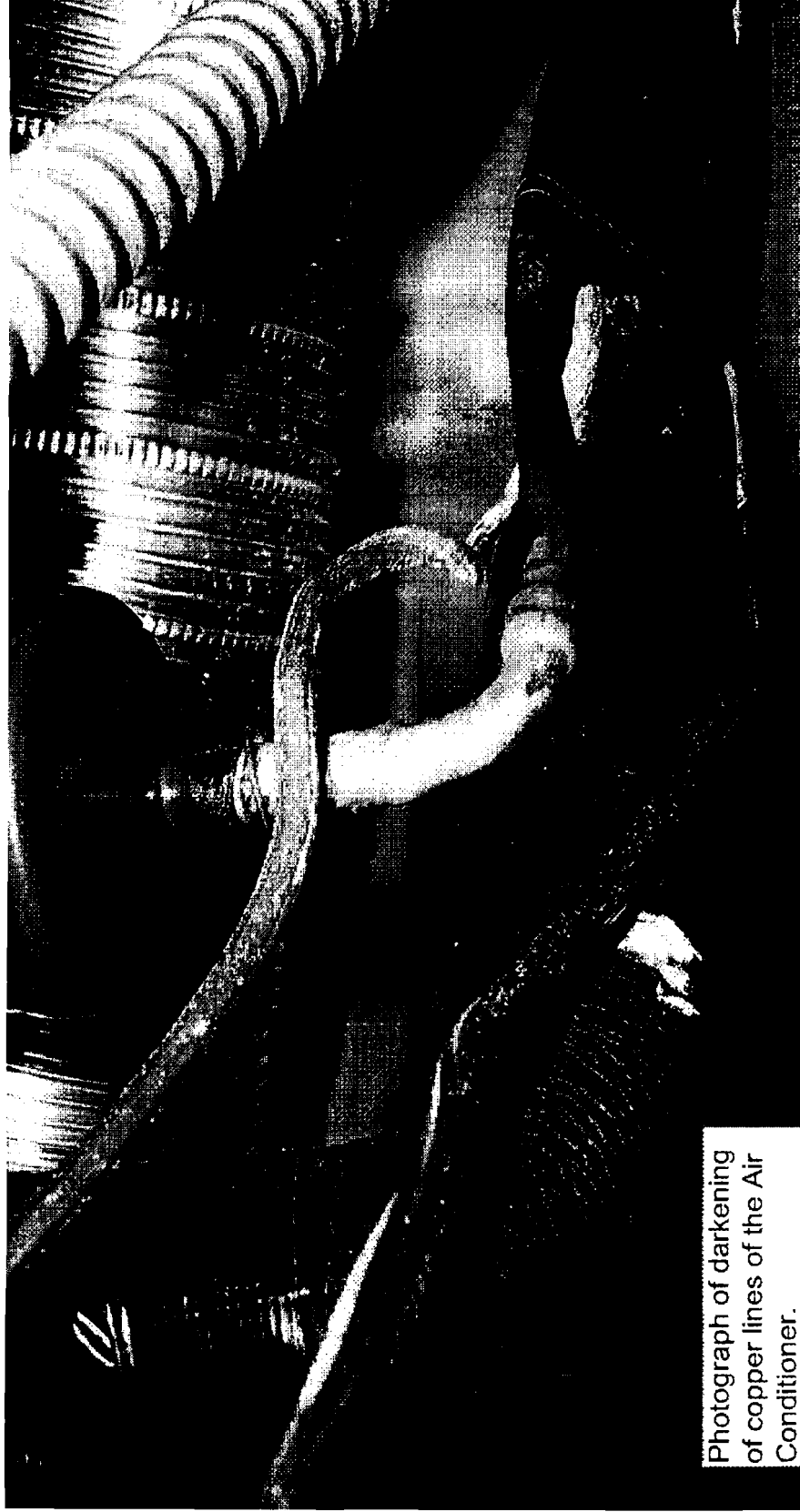




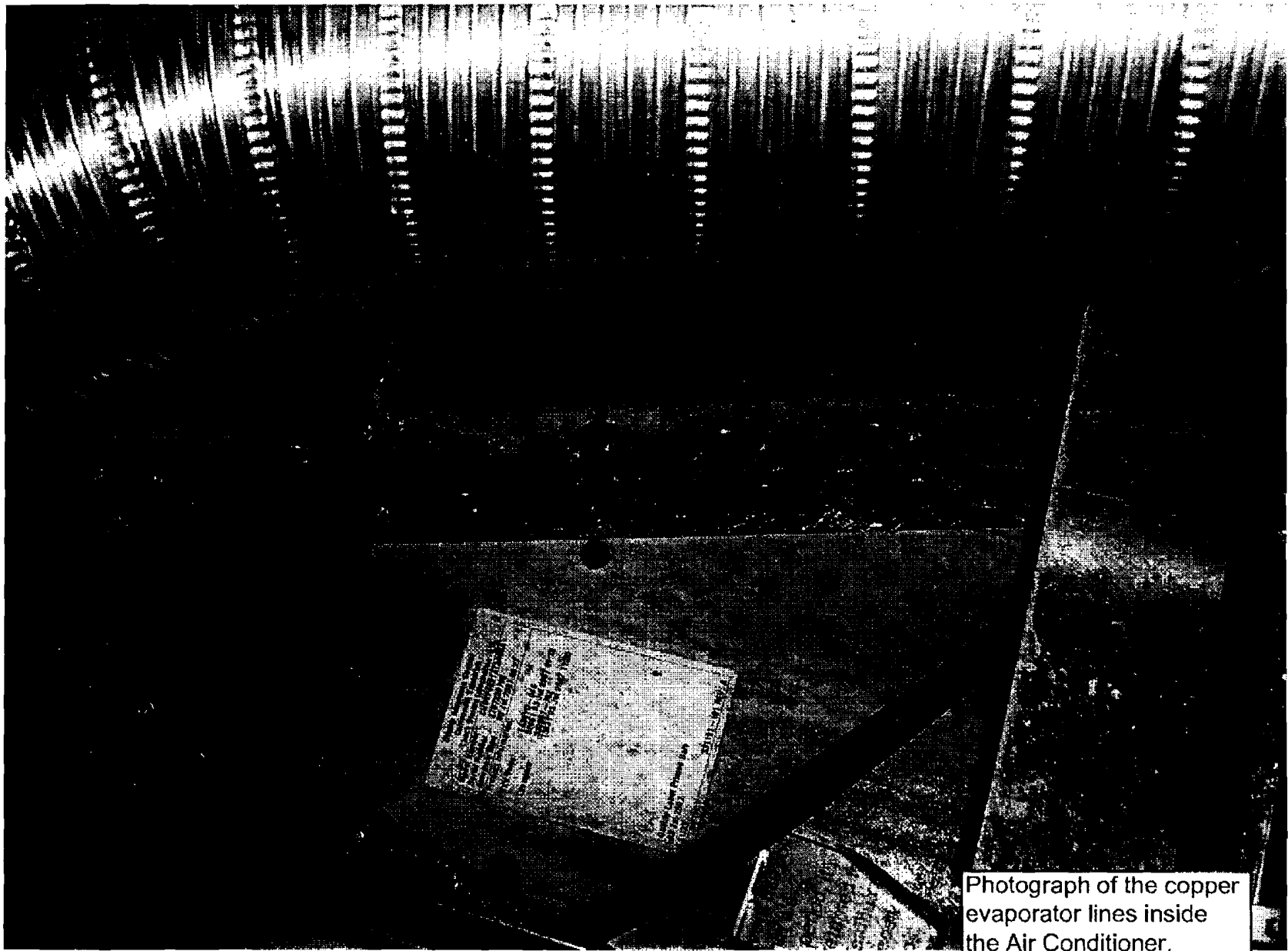
Photograph of the copper water supply lines lines to the gas water heater of the home located in the garage.



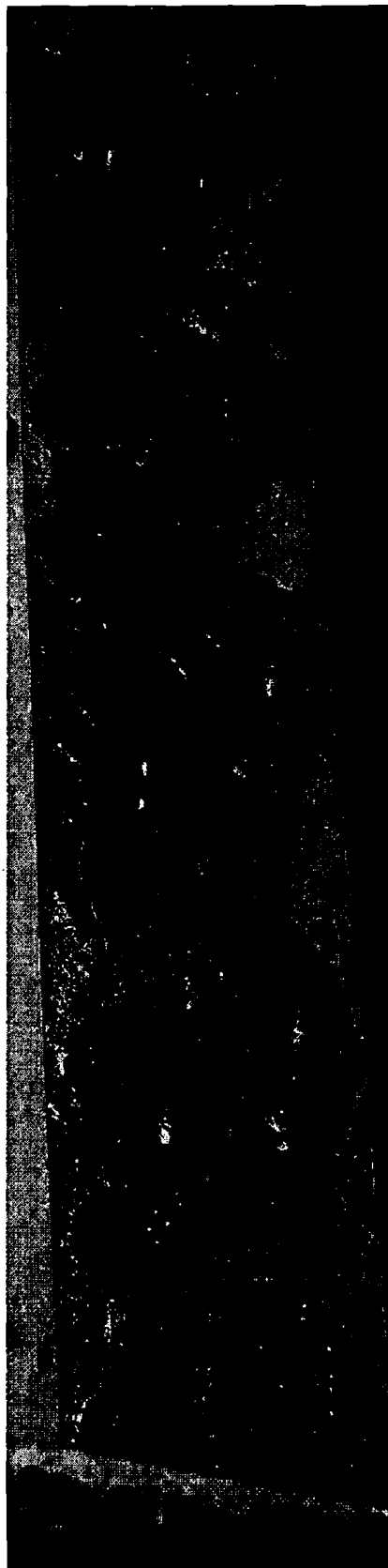
Photograph of the Air  
Conditioner of the  
home located in the  
garage of the home.



Photograph of darkening  
of copper lines of the Air  
Conditioner.



Photograph of the copper evaporator lines inside the Air Conditioner.



Close up photograph  
of the Air Conditioner  
copper evaporator  
lines.

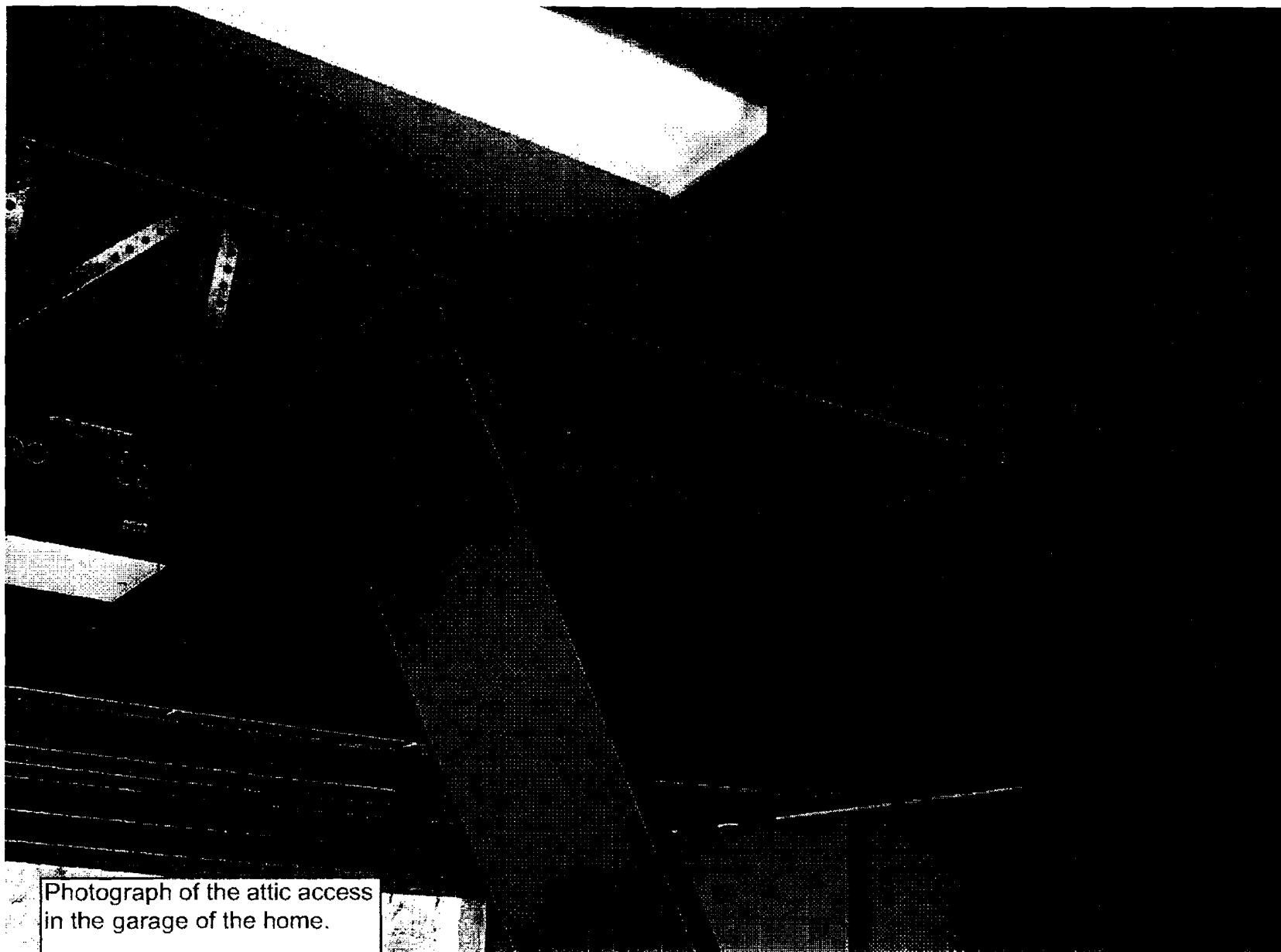
Model: CNRVP4821A TAABAA  
Serial: 2707X29790  
Date: 03 Jul 2007

Shop Order: 238185  
Count: 184 OF 200  
Hour: 18:37

CNRVP4821A TAABAA  
2707X29790  
03 Jul 2007

CNRVP4821A TAABAA  
2707X29790  
03 Jul 2007

Labeling on the Air  
Conditioner.



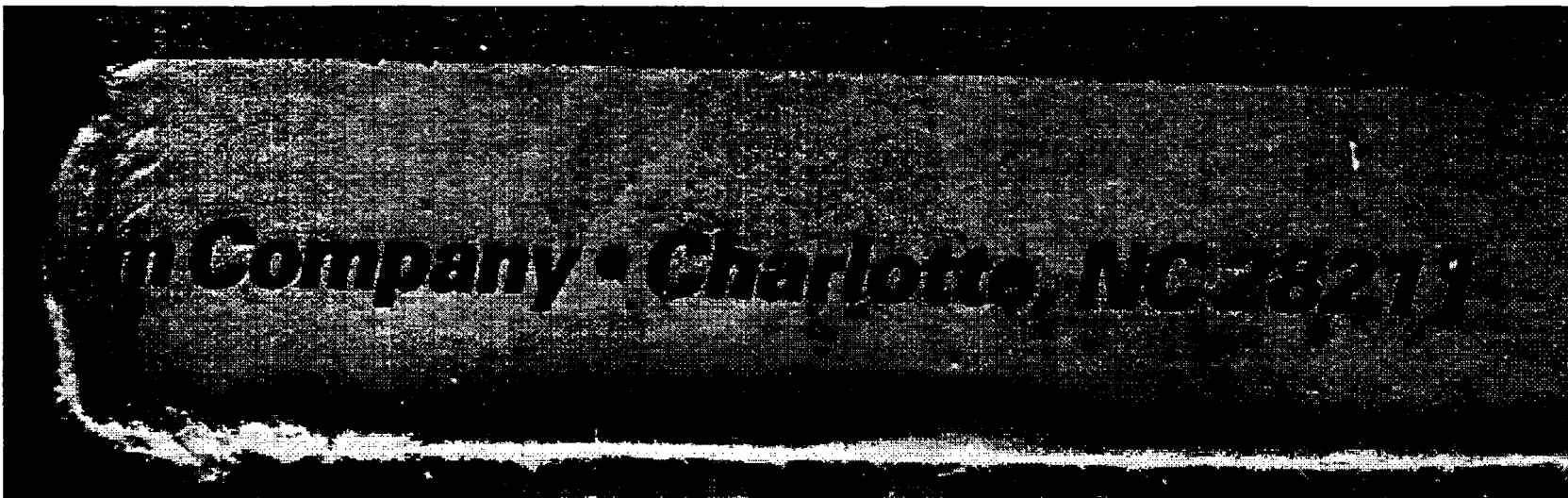
Photograph of the attic access  
in the garage of the home.



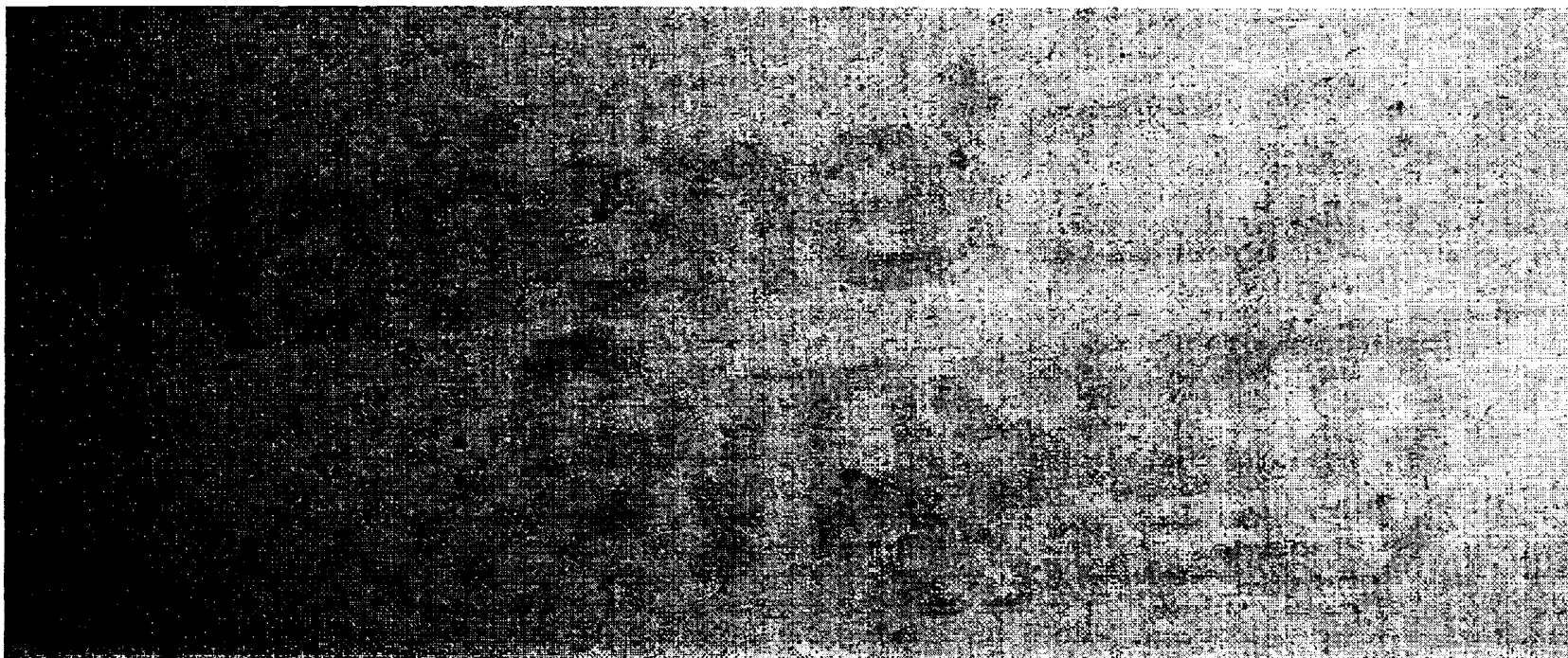
The attic access of the home was added by the home owner and the drywall cutout was retained by the home owner.

Labeling on the edges of the drywall retained by the home owner.



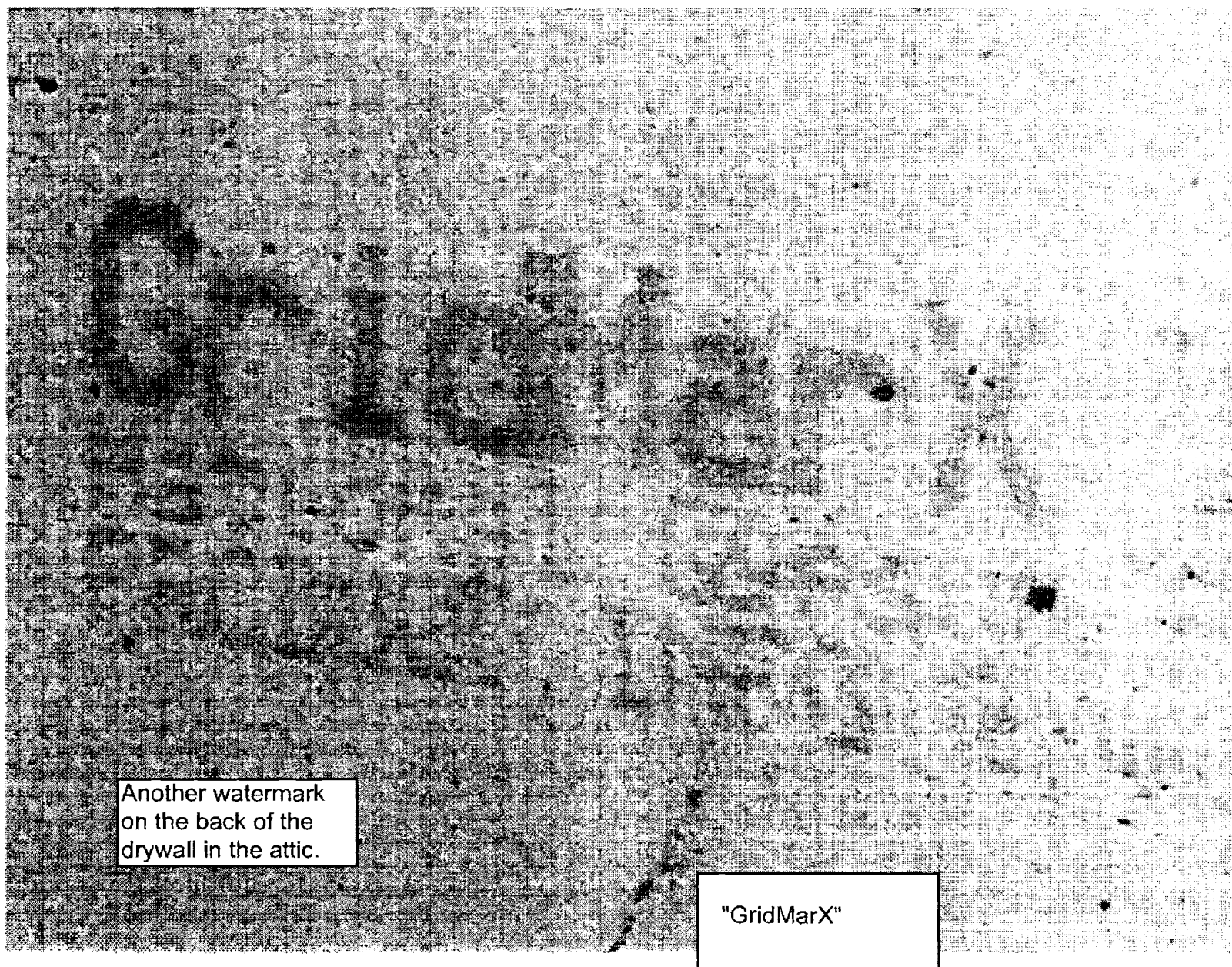


Additional labeling on  
the retained drywall  
cutout of the attic  
access.



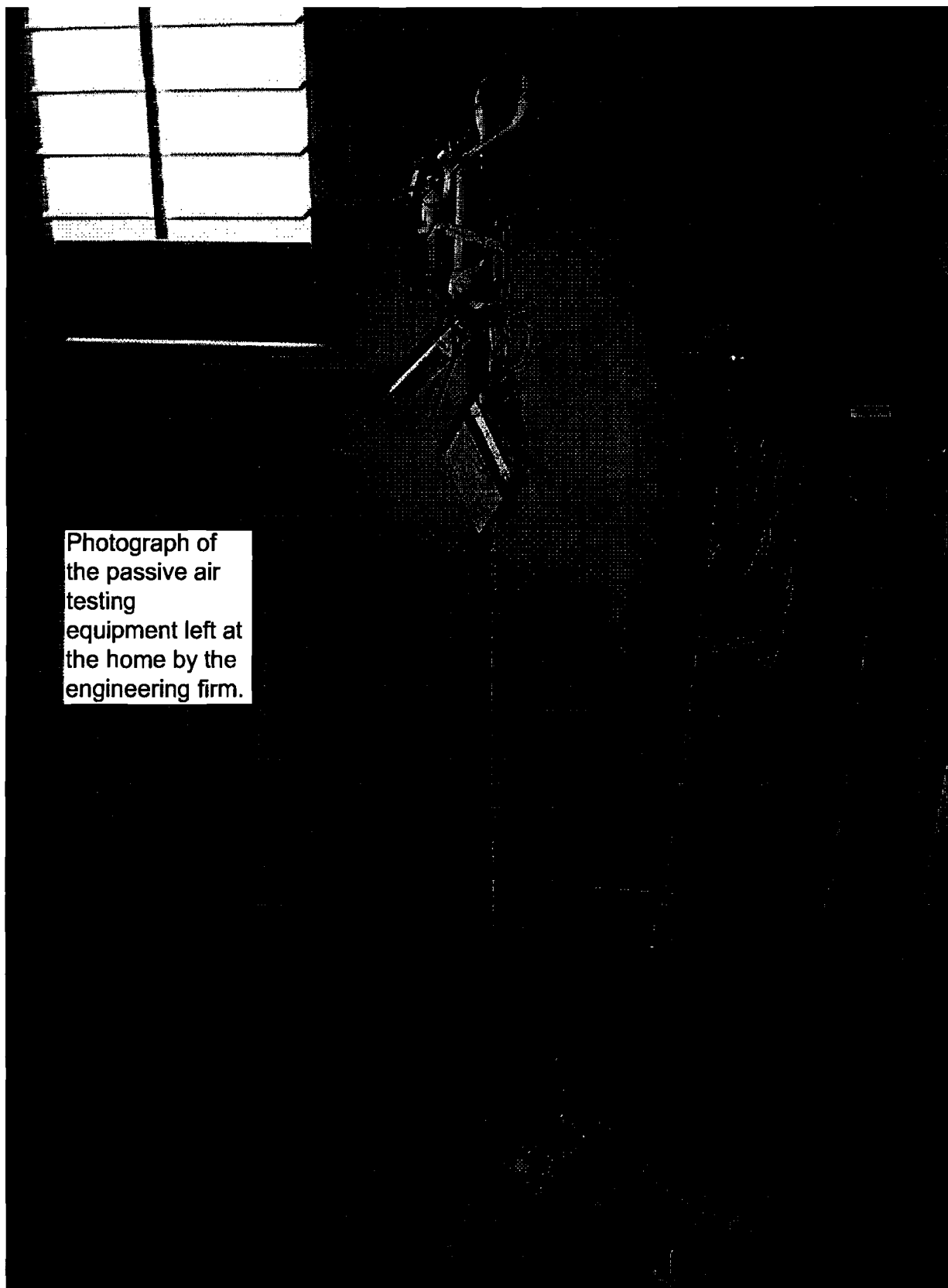
Photograph of water mark  
labeling on the back of  
the drywall in the attic  
access of the garage.

"National Gypsum Company"



Another watermark  
on the back of the  
drywall in the attic.

"GridMarX"



Photograph of  
the passive air  
testing  
equipment left at  
the home by the  
engineering firm.

**RELEASE & WAIVER OF LIABILITY FORM**

[Redacted] (To Be Signed by All Residents 18 Years or Age or Older)

I, [Redacted], do hereby give permission to the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at [Redacted] for an indoor air-quality monitoring and testing study. This work is being undertaken as a part of an exploratory study to assess potential associations between constituents that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health, safety and/or remediation which occupants could take in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this testing will take one full day of active testing and up to one to two week(s) of having passive sampling equipment in my home. I understand that after one to two week(s) of passive sampling, CPSC will contact me to arrange a time for CPSC to retrieve the passive sampling equipment. I represent that neither I nor members of my household will touch the passive sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

I understand that this study involves multiple residences and the final study and analysis will not be completed for a period of time, likely in the fall of 2009. I also understand that CPSC will likely not release information to the general public until the completion of the entire study. I further understand that this study may be widely disseminated to the public and that my own residence will not be identifiable by personally identifiable information such as address, name, etc. within the larger study.

I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities and

claims for damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property. CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or property loss or damage in connection with the testing as outlined above, however occurring.



Signature

July 18, 2009

Date

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unities, Inc., named America's Best Builder in 2004 by the National  
of Home Builders and Builder Magazine, has been creating amenity-  
r-planned lifestyle communities since 1946. Florida-based WCI caters to  
retirement, and second-home buyers in Florida, New York, New Jersey,  
t, Maryland and Virginia. The Company offers traditional and tower home  
h prices from the high-\$100,000s to more than \$10 million and features  
y of recreational amenities in its communities. In addition to  
ng, WCI generates revenues from its Prudential Florida Realty Division,  
isinesses, and its recreational amenities, as well as through land sales  
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**Investor Relations**

Phone: (239) 498-8269

**Address:**

WCI Communities, Inc.  
(239) 498-8200  
24301 Walden Center Drive  
Bonita Springs, FL 34134  
United States Of America  
Employees: 1,800

**Management:**

**David L. Fry**  
Interim President and CEO

**Jonathan M. Pertchik**  
Chief Restructuring Officer

**Russell Devendorf**  
Senior Vice President and Chief  
Financial Officer

**Paul D. Appolonia**  
Senior Vice President of Human  
Resources

**Vivien N. Hastings**  
Senior Vice President and  
General Counsel

Information included herein and in other company reports, Securities and Exchange Commission filings, and presentations is forward-looking within the meaning of the Private Securities Litigation Reform Act, including, but not limited to, statements about the company's ability to operate its business while in chapter 11 proceedings, anticipated operating results, financial resources, ability to acquire land, ability to develop and properties, ability to deliver homes from backlog, and ability to secure materials and services. Such forward-looking information involves important risks and uncertainties that could materially affect actual results and cause them to differ materially from expectations expressed herein and in

any reports, filings, statements and presentations. These risks and uncertainties include WCI's ability to compete as a going concern in real estate markets where we conduct business; WCI's ability to obtain favorable valuations with respect to motions in the chapter 11 proceeding prosecuted by it from time to time; the ability of WCI to develop, prosecute, confirm and consummate one or more plans of reorganization with respect to the chapter 11 cases; risks associated with third parties seeking and obtaining court approval to modify or shorten the exclusivity period for WCI to propose and confirm one or more plans of reorganization, for the appointment of a chapter 11 trustee or to convert the cases to chapter 7 cases; WCI's ability to obtain and maintain normal terms with vendors and service providers; WCI's ability to maintain relationships that are critical to its operations; the potential adverse impact of the chapter 11 cases on WCI's operating results of operations; the ability of the WCI to fund and execute its business plan; the ability of WCI to motivate and/or retain key executives and associates; WCI's ability to maintain or increase historical operating and profit margins; WCI's ability to obtain necessary permits and approvals for the development of new projects; the availability of capital to WCI and our ability to effect growth strategies successfully; availability of construction materials and material increases in insurance, labor and material costs; increases in interest rates and difficulty of mortgage financing; the ability of prospective residential buyers to obtain mortgage financing due to tightening credit markets, appraisal problems or other factors; increases in construction and insurance and availability of insurance, the continuing negative buyer sentiment and erosion of confidence; the negative impact of claims for contract rescission or increasing cancellation rates by purchasers; adverse legislation or regulations; adverse legal proceedings; the ability to retain relationships; changes in generally accepted accounting principles; natural disasters; adverse weather conditions; and changes in general economic, real estate and business conditions and other factors over which WCI has little or no control. If one or more of the assumptions underlying our forward-looking statements proves incorrect, then the company's actual results, performance or achievements could differ materially from those expressed in, or implied by the forward-looking statements contained in this report. We caution you not to place undue reliance on our forward-looking statements. We undertake not to update or revise any forward-looking statements, whether as a result of new information, future developments or otherwise. This statement is provided as permitted by the Private Securities Litigation Reform Act of

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ed to providing unparalleled lifestyle experiences, WCI Communities is America's premier homebuilder of luxury homes and Sky Homes® complete golf, fitness, spa, marina, beach, resort and club amenities.

Master-planned communities, neighborhoods and highrise towers are located in superb destinations throughout Florida, Connecticut, New Jersey and Ark.

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Resident Spotlight

Contact: Sitrick And Company  
Sandra Sternberg  
Maya Pogoda  
212-573-6100  
310-788-2850

## COURT CLEARS WAY FOR WCI TO PROCEED TO CONFIRMATION OF ITS CHAPTER 11 PLAN

**Deals Reached With Senior Lender Groups, Unsecured Creditors Committee and Drywall Claimants; Confirmation Set for August 26**

**Bonita Springs, Florida - July 17, 2009** - WCI Communities, Inc. announced today that the Delaware Bankruptcy Court presiding over its chapter 11 cases has approved the adequacy of its Disclosure Statement for its Plan of Reorganization. At the hearing, it was announced that agreements on terms of the Plan had been reached with the steering committees for the Company's senior secured term and revolving lenders, the WCI Official Committee of Unsecured Creditors and representatives of a group of homeowners claiming damages related to Chinese drywall.

The Court's approval paves the way for WCI to begin soliciting votes to accept its Plan of Reorganization, which already enjoys the support of the steering committees for the Company's secured term and revolving lenders and the Official Committee of Unsecured Creditors. It is anticipated that Plan materials and ballots will be mailed by July 24, 2009. The deadline for returning ballots is August 19, 2009, in accordance with instructions in the Bankruptcy Court's order and on the ballots. A hearing to confirm the Plan is scheduled for August 26, 2009.

"We are very pleased to have cleared this important hurdle in our path toward exiting from chapter 11," said David L. Fry, Interim President and Chief Executive Officer. "With the voting process about to begin, and with the firm support of our primary constituencies, WCI is squarely on track to emerge from chapter 11 as a deleveraged lifestyle community developer and land holding company with the flexibility to navigate its business during these unprecedented times and beyond."

Under the Plan, it is anticipated that the Company's senior secured lenders will receive new first lien debt in the aggregate amount of \$450 million, which includes a \$150 million payment-in-kind (PIK) component and an initial 95% equity stake in the reorganized company. The remaining 5% would be shared by the Company's unsecured creditors. The unsecured creditors' share would begin to increase when the new debt is

fully retired and would reach a maximum of 34% after the secured lenders have received payments that are equivalent to the amount currently owed to them (approximately \$740 million).

The Plan also includes an agreement reached with the lead attorneys representing the Chinese drywall claimants. The terms of the agreement as described in the Plan provide for the creation of a Chinese Drywall Trust and allow the Chinese drywall claimants to pursue causes of action related to the manufacture and installation of defective imported drywall in their homes.

"Today marks an important step in WCI's restructuring. The Company and its secured lenders and the Official Committee of Unsecured Creditors have been able to work together to maximize value under extremely challenging circumstances and to ensure that recoveries are allocated fairly among the Company's stakeholders," said Thomas Lauria of White & Case, WCI's counsel in the Chapter 11 case. "This consensual resolution is a tribute to all involved, given that we had no agreement with any of our creditors when we commenced these cases just 11 months ago, and in light of the unprecedented events that have transpired since."

ll Address: \*

Name: \*

Name: \*

### About WCI Communities

WCI is a fully integrated homebuilding and real estate services company with more than 50 years experience in the design, construction and operation of leisure-oriented, amenity rich master-planned communities. It has operations in Florida, New York, New Jersey, Connecticut, Virginia and Maryland. The company directly employs approximately 1,170 people, as well as approximately 1,800 sales representatives as independent contractors.

### Forward Looking Statement

Certain information included herein and in other company reports, Securities and Exchange Commission filings, statements and presentations is forward-looking within the meaning of the Private Securities Litigation Reform Act of 1995, including, but not limited to, statements about the company's ability to operate its business while in Chapter 11 proceedings, anticipated operating results, financial resources, ability to acquire land, ability to sell homes and properties, ability to deliver homes from backlog, and ability to secure materials and subcontractors. Such forward-looking information involves important risks and uncertainties that could significantly affect actual results and cause them to differ materially from expectations expressed herein and in other company reports, filings, statements and presentations. These risks and uncertainties include WCI's ability to compete as a going concern in real estate markets where we conduct business; WCI's ability to obtain court approval with respect to motions in the chapter 11 proceeding prosecuted by it from time to time; the ability of WCI to develop, prosecute, confirm and consummate one or more plans of reorganization with respect to the chapter 11 cases; risks associated with third parties seeking and obtaining court approval to terminate or shorten the exclusivity period for WCI to propose and confirm one or more plans of reorganization, for the appointment of a chapter 11 trustee or to convert the cases to chapter 7 cases; WCI's ability to obtain and maintain principles; natural disasters; adverse weather conditions; and changes in general economic, real estate and business conditions and other factors over which the company has little or no control. If one or more of the assumptions underlying our forward-looking statements proves incorrect, then the company's actual results, performance or achievements could differ materially from those expressed in, or implied by the forward-looking statements contained in this report. Therefore, we caution you not to place undue reliance on our forward-looking statements. We undertake no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. This statement is provided as permitted by the Private Securities Litigation Reform Act of 1995. normal terms with vendors and service providers; WCI's ability to maintain contracts that are critical to its operations; the potential adverse impact of the chapter 11 cases on WCI's liquidity or results of operations; the ability of the WCI to fund and execute its business plan; the ability of WCI to attract, motivate and/or retain key executives and associates; WCI's ability to maintain or increase historical revenues and profit margins; WCI's ability to obtain necessary permits and approvals for the development of its lands; the availability of capital to WCI and our ability to effect growth strategies successfully; availability of labor and materials and material increases in insurance, labor and material costs; increases in interest rates and availability of mortgage financing; the ability of prospective residential buyers to obtain mortgage financing due to tightening credit markets, appraisal problems or other factors; increases in construction and homeowner insurance and availability of insurance, the continuing negative buyer sentiment and erosion of consumer confidence; the negative impact of claims for contract rescission including the impact of any Chinese drywall claims or lawsuits by contract purchasers; adverse legislation or regulations; adverse legal proceedings; the ability to retain employees; changes in generally accepted accounting

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Full Address: \*

Name: \*

Name: \*

<b>ENCORE ATLANTIC SHORES</b>  Encore Atlantic Shores Sales Center 59 Encore Boulevard Eastport, NY 11941  (631) 325-1616 <a href="#">Visit Community Website</a>	<b>FOUR CORNERS</b>  Four Corners Sales Office 11 Mulberry Place East Fishkill, NY 12533  (800) 924-4005 <a href="#">Visit Community Website</a>
<b>HAMMOCK BAY</b>  Hammock Bay Sales & Information Center 950 Mainsail Dr. Naples, FL 34114  (239) 389-7500 (800) 525-8840 <a href="#">Visit Community Website</a>	<b>LOST KEY GOLF &amp; BEACH CLUB</b>  Lost Key Sales & Information Center 14000 Perdido Key Drive Perdido Key, FL 32507  (850) 549-2120 (866) 770-2989 <a href="#">Visit Community Website</a>
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<b>PELICAN PRESERVE</b>  Pelican Preserve 10571 Veneto Drive Fort Myers, FL 33913  (239) 985-1600 (877) 881-5973 <a href="#">Visit Community Website</a>	<b>RIVINGTON</b>  Rivington Sales and Information Center 1 Reserve Road Danbury, CT 06817  (203) 798-6000 (800) 924-4005 <a href="#">Visit Community Website</a>

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## National Gypsum Company Headquarters

2001 Rexford Road  
Charlotte, North Carolina 28211  
Phone: 704-365-7300  
Fax: 800-329-6421  
[ng@nationalgypsum.com](mailto:ng@nationalgypsum.com)

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## **Dunlap, Glenn**

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**From:** [REDACTED]  
**Sent:** Wednesday, July 29, 2009 5:07 PM  
**To:** Dunlap, Glenn  
**Subject:** OTHER INSPECTIONS ON OUR HOME

Glenn,

Below is a list of the dates that inspections have been conducted on our home regarding Chinese drywall.

### **April 30, 2009**

Tim from WCI inspected our house for signs of copper corrosion. He would not provide us with a written report; he stated that he will forward his notes to Jennifer Polkow, and that we should contact Jennifer in a few days to discuss the next steps. Jason Peet was present during the inspection.

Tim inspected the AC condenser coils and found them to be blackened. He then inspected the wiring in light switches and/or electrical outlets in every room. In every case, the exposed copper wiring was black. He stated that he could smell the sulfur odor in the house. The copper pipes in the kitchen and bathrooms are showing some blackening. The edge of the medicine chest mirror in the master bathroom is blackened. The refrigerator coils are also blackened (photo taken).

### **June 8, 2009**

An adjuster from HomeWise Insurance inspected our home. Jason Peet was present during the 45-minute inspection. He took photos of corrosion evidence throughout the home (outlets, refrigerator coils, mirrors, etc).

### **June 9, 2009**

Michael Bass, an engineer with HSA, was hired by HomeWise Insurance to inspect our home. Jason Peet was present during the inspection.

### **June 19, 2009**

Engineer hired by the Krupnick law firm conducted inspection of home. Jason Peet was present during the inspection.

We have not yet received a report from either our law firm or our homeowners insurance. Once we receive these reports, I will email a copy to you.

Good luck on the rest of the testing. We look forward to seeing the results.

[REDACTED]

4:15:13 PM 8/10/2009

## Licensee Details

### Licensee Information

Name: **HINKLE DRYWALL INC (Primary Name)**  
**(DBA Name)**  
 Main Address: **1460 BOOTH DRIVE**  
**VALRICO Florida 33594**  
 County: **HILLSBOROUGH**  
 License Mailing:

LicenseLocation: **2404 BUCKHORN RUN DR**  
**VALRICO FL 33594**  
 County: **HILLSBOROUGH**

### License Information

License Type: **Construction Qualified Business**  
 Rank: **Qualified Org**  
 License Number: **QB0001962**  
 Status: **Delinquent,Active**  
 Licensure Date: **11/04/1996**  
 Expires: **08/31/2007**

**Special Qualifications**      **Qualification Effective**

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Drywall » Hinkle Drywall Llc

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## Hinkle Drywall Llc

6122 Audubon Manor Blvd  
Lithia, FL 33547

**Phone:** (813) 643-8605

**Website:** Information not found (?)

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[Mac Handyman Services](#) Concrete Driveways & Sidewalks Remodeling & Repair Contractors.

[MasterColors, Inc.](#) Affordable Quality Painting Painting-Textures-Drywall Repairs

The ads are not affiliated with Hinkle Drywall Llc

### Business Categories

Drywall in Lithia, FL  
Drywall/Insulating Contractor

### Hinkle Drywall Llc Business Information [Is this your company?](#)

Hinkle Drywall Llc is a private company categorized under Drywall and located in Lithia, FL. Our records show it was established in 2007 and incorporated in Florida. Current estimates show this company has an annual revenue of \$310,000 and employs a staff of approximately 5.

### Also Does Business As

Information not found (?)

### HQ, Branch or Single Location

Single Location

### Annual Sales (Estimated)

\$310,000

### Employees (Estimated)

5

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1742, Plastering, Drywall, Acoustical, and Insulation Work

**NAICS Code and Description**

238310, Drywall and Insulation Contractors

**Products, Services and Brands**

Information not found (?)

**State of Incorporation**

Florida

**Years In Business**

2

**Company Contacts**

Contact Name	Gender	Is this your company?
Bruce T Minnick, Principal	—	

Click on the [reports tab](#) at the top of the page to research company background, detailed company profile, credit and financial reports for Hinkle Drywall Llc.

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**Defective Drywall Lawsuit**

Drywall Smell Like Rotten Eggs? Can Cause Health Issues and More.

[defective-drywall-lawsuit.com](http://defective-drywall-lawsuit.com)

---

Companies by Location: Lithia, Florida

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**Doc No: I0960598A**

**Issue: 38**

**06/18/2009**

06/17/2009 11:03:12

Name =  
Address =  
City = S  
State =  
Zip = 33  
Email =  
Telephone =  
Name of  
Victim's  
Victim's  
Victim's  
Victim's  
Victim's

Incident Description = All evidence indicates that we have Chinese drywall throughout our home. There has been a persistent, pungent odor in the house since the day we moved in. The AC evaporator coils had to be replaced in August 2007; a recent inspection of the new AC coils indicates that they are corroded as well. Traces of copper and silver corrosion have been found in every room in our house.

Victim's age at time of incident = 52  
Victim's sex = male  
Date of incident = 08/04/2006  
Product involved = Chinese drywall  
Product brand name/manufacture = Homebuilder is WCI Communities  
Manufacturer street address = WCI Headquarters is in Bonita Springs, FL  
Place where manufactured (City and State or Country) = Unknown  
Product model and serial number, manufacture date = Unknown  
Product damaged, repaired or modified = no  
If yes, before or after the incident =  
Description of damage, repair or modification =  
Date product purchased = August 2006  
Product involved still available = yes  
Have you contacted the manufacturer = yes  
If not, do you plan to contact them =  
Name Release = Release name to the manufacturer and public

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
\_\_\_\_\_  
Signature

July 2/2009  
Date

☐

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☒

You may release my name to the manufacturer and to the public.



1. Task Number 090804CBB1927		2. Investigator's ID 9102		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2006 06 01	5. Date Initiated YR MO DAY 2009 08 04		
6. Synopsis of Accident or Complaint      UPC				
<p>The 62 year old male and 59 year old female purchase the home as a periodic vacation home. They immediately noticed a "pungent acrid odor" and thought it was simply new construction materials. Within hours of being in the home each time they return they would begin to experience a runny nose, irritated eyes and a scratchy throat. Source of the drywall could not be identified but is believed to have been Chinese Drywall.</p> <p style="text-align: right;">MFR/PRVLBR NOTIFIED ✓  COMMENTS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  <input checked="" type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED  <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS. 3/6/25C  <input type="checkbox"/> DO NOT RE-NOTIFY <input checked="" type="checkbox"/> RE-NOTIFY</p> <p style="text-align: right;">(b)(3):CPSA Section 6(b) SP4/HO</p>				
7. Location (Home, School, etc) 1 - HOME		8. City NORTH VENICE		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 62		13. Sex 1 - Male		14. Disposition 1 - Injured, not Hosp.
15. Injury Diagnosis 68 - Poisoning		16. Body Part(s) Involved 85 - ALL OF BODY		17. Respondent 1 - Victim/Complainant
18. Type of Investigation 1 - On-Site		19. Time Spent (Operational / Travel) 14 / 6		
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 08/20/2009		25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius
27. Distribution Blasius, Dennis; Rose, Blake; Matheson, Joanna; Trotta, Andrew; Khanna, Rohit; Woodard, Dean			28. Source Document Number I0950977A	



This investigation was initiated by a complaint received by the U.S. Consumer Product Safety Commission.

The information contained in this investigation was supplied by the following sources:

1. An onsite interview with the male owner of the home on 8-07-2009.

Family Members:

Husband – 62 year old male

Wife – 59 year old female

This incident involves health issues and copper and metal corrosion at the periodic home of the victims over an extended period of time as will be detailed later in this report which the owners believe were caused by contaminated Chinese drywall used in the construction of their home.

An engineering firm was hired by the CPSC to collect and conduct air and drywall sampling at the home and the results will be provided to the consumer once completed.

The home was 2 bedrooms, 2 bathrooms new construction, 1700 square foot townhome in North Venice, FL. The home is a one story cinder block construction with stucco exterior walls and metal framing studs. The owner contacted the CPSC on 5-26-2009. The Air Conditioner had not failed or leaked Freon so the incident date is considered the move in date as respiratory like allergy symptoms started at that time.



Photograph of the front of the home.

The family moved into the home in June of 2006 and the wife noticed that the builder had placed the wrong tile in the bathroom walls of the master bath and it was replaced one year after move in. There were no other renovations or alterations to the home.

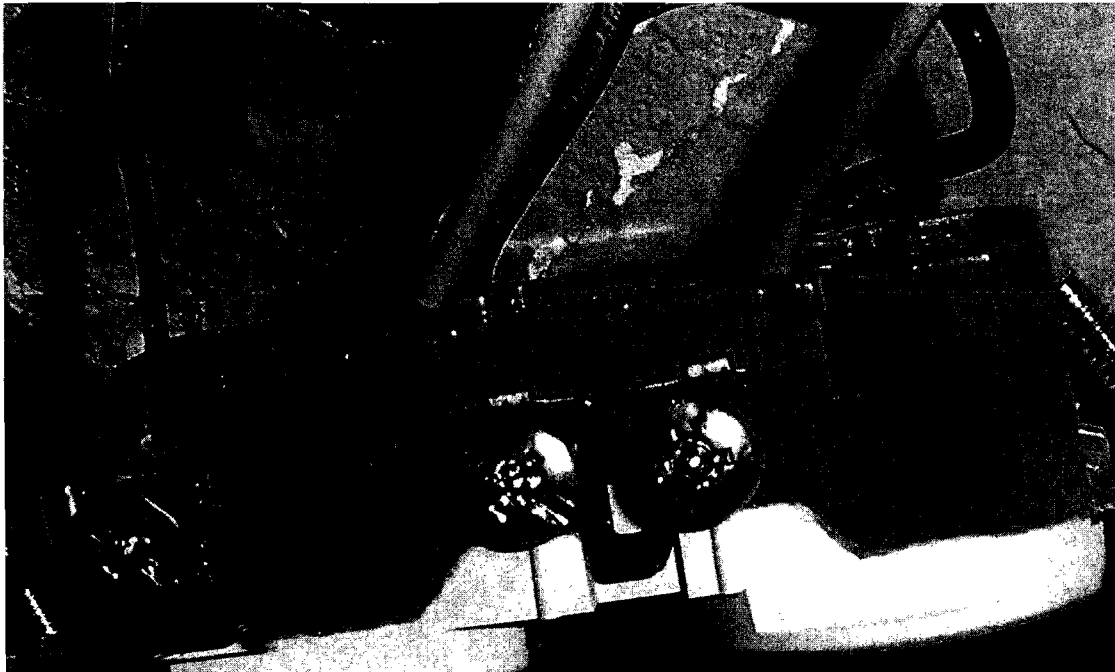
The home was electric with natural gas to the stove, water heater, dryer and furnace. The home had tile in the common areas and carpeting in the bedrooms.

The family immediately upon move in noticed a "pungent, acrid odor." The family believed it was just new construction smell and thought it would eventually dissipate. The family lives in the Washington D.C. area and traveled to the Florida home every two to four months and stayed approximately one week on each visit. Both the owners were in excellent health but both began experiencing upper respiratory symptoms including runny nose, irritated eyes and a scratchy throat. The husband had one additional symptom of wheezy respiratory breathing. The symptoms would start after being in the home for a few hours and would alleviate after being away from the home for a few hours. No medical records were provided.

The family would turn the air conditioner up to 80 degrees and turn the humidity controller to 50% when they leave. He believed that because the A/C unit was in a higher position and no one lived in the home most of the time, it had probably not run as much as a normally occupied home. The home A/C was serviced every six months and he did not know if the unit had leaked any Freon and had to be recharged, however the A/C technician sprayed the copper coils with silver paint presumably to slow the corrosion. The home owner was not able to locate any of the service tickets.

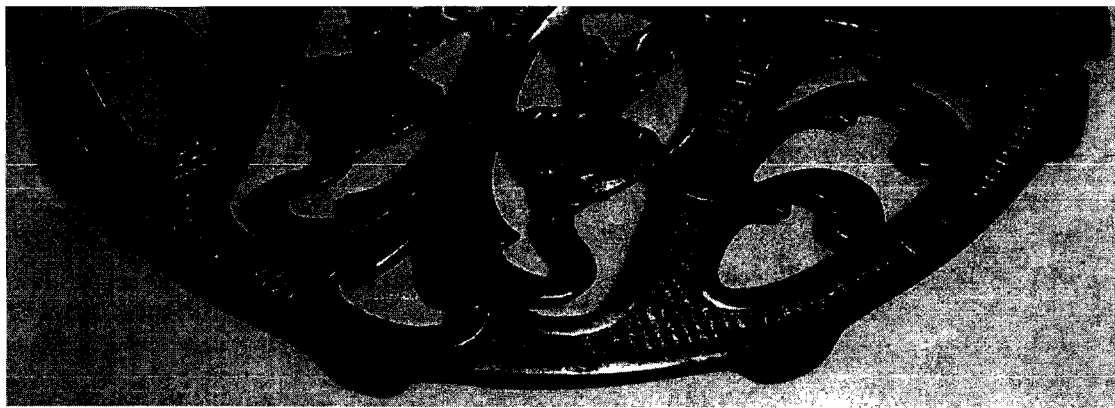
In May of 2009 the family began hearing reports in the media regarding homes in Florida having Chinese Drywall and subsequent corrosion. He began examining all the affects in his home and noticed serious darkening/corrosion of copper water supply lines and many chrome water fixtures had pitting and corrosion.

The builder is listed at the bottom of this report and according to the consumer the firm is currently in bankruptcy. He had no information regarding the drywall contractor, installer or supplier. The builder conducted an inspection of the home for Chinese drywall on May 13, 2009. The employee conducting the inspection is listed at the end of this report. He opened 5-10 electrical outlets and examined the A/C coils, copper water supply lines and other evidence of corrosion. He stated that the home "showed evidence of tainted drywall." The firm refused to produce a written report on their examination.



Photograph of blackening of the ground, hot and neutral wires to an electrical receptacle.

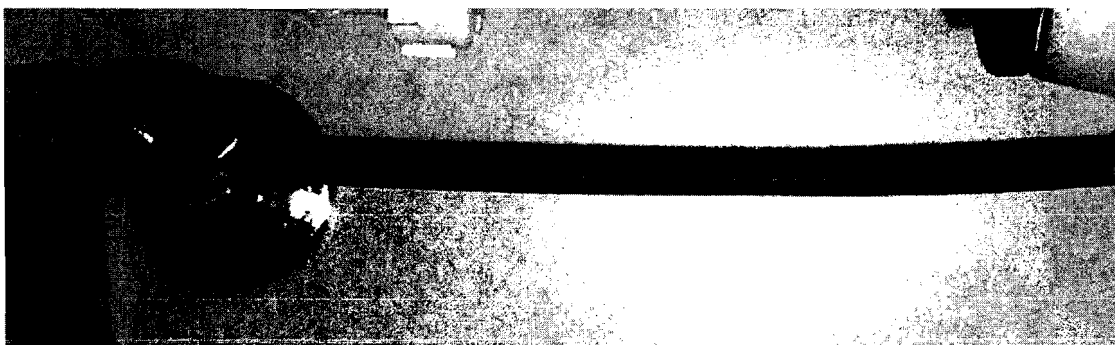
The homeowner indicated he had purchased two small LCD televisions and one of them had died in 2007 on an unspecified date. They had also purchased an electric hand mixer that had never been used and failed to operate. The remote control for the family room had batteries which were leaking a white material. There was some blackening/corrosion of the A/C evaporator coils. Silver items in the home had tarnished. Copper water supply lines in the home had darkened or turned black. Chrome bathroom fixtures showed pitting and corrosion. Copper lines in the back of the refrigerator showed blackening.



Photograph of pitting and corrosion on a brass trivet.



Corrosion and pitting on a chrome water supply line.



Blackening on a copper water supply line.

The home owner did not believe he had any problems with flickering lights, sizzling or buzzing of electrical switches. However due to the blackening of the ground wires, hot and neutral wires he felt that there may be an unseen future electrical hazard in the home. No other appliances had failed.

The copper water supply lines in the garage and the copper electrical wiring in the breaker box did not show blackening. The home owner indicated his desire to keep his name confidential when releasing copies of this report.

**Product Information:**

**Product: Possible Chinese Drywall**  
**Manufacturer: Unknown**

**Builder:**  
**WCI Communities, Inc.**  
24301 Walden Center Drive  
Bonita Springs, FL 34134  
United States Of America  
Employees: 1,800  
Investor Relations  
Phone: (239) 498-8269

(239) 498-8146  
(239) 498-8200  
[www.wcicommunities.com](http://www.wcicommunities.com)

**Management:**

David L. Fry  
Interim President and CEO  
Jonathan M. Pertchik  
Chief Restructuring Officer  
Russell Devendorf  
Senior Vice President and Chief Financial Officer  
Paul D. Appolonia  
Senior Vice President of Human Resources  
Vivien N. Hastings  
Senior Vice President and General Counsel

**Drywall Subcontractor:**  
**Unknown**

**Drywall Supplier:**  
**Unknown**

**Attachments:**

Exhibit #1	Contacts
Exhibit #2	Permission to conduct sampling tests
Exhibit #3	Release of name form
Exhibit #4	Final release and walk through form
Exhibit #5	Photographs of the home (22)

**Contacts:**

**8-07-2009**  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

The consumer indicated he had contacted the following agencies about his home having Chinese Drywall. He had received no reports about his contact to them.

Florida Department of Health  
Florida Attorney General  
Sarasota County Health Department

**RELEASE & WAIVER OF LIABILITY FORM**

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED], do hereby give permission to the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at [REDACTED] for an indoor air-quality monitoring and testing study. This work is being undertaken as a part of an exploratory study to assess potential associations between constituents that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health, safety and/or remediation which occupants could take in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this testing will take one full day of active testing and up to one to two week(s) of having passive sampling equipment in my home. I understand that after one to two week(s) of passive sampling, CPSC will contact me to arrange a time for CPSC to retrieve the passive sampling equipment. I represent that neither I nor members of my household will touch the passive sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

I understand that this study involves multiple residences and the final study and analysis will not be completed for a period of time, likely in the fall of 2009. I also understand that CPSC will likely not release information to the general public until the completion of the entire study. I further understand that this study may be widely disseminated to the public and that my own residence will not be identifiable by personally identifiable information such as address, name, etc. within the larger study.

I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities and

claims for damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property. CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or property loss or damage in connection with the testing as outlined above, however occurring.

  
SignatureJuly 18, 2009  
Date

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# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☒

I request that you do not release my name. My identity is to remain confidential.

☐

You may release my name to the manufacturer but I request that you do not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

(Signature)

(Date)

## FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED], do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at [REDACTED] for a preliminary pilot indoor air-quality monitoring and testing study on 8/07, 2009.

On today's date, I have completed a walk-through inspection of my residence with Glenn Dunlap, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

None

I acknowledge that CPSC offered reimbursement for the \_\_\_\_\_

but I have declined CPSC's offer. I acknowledge that I have not requested that the \_\_\_\_\_

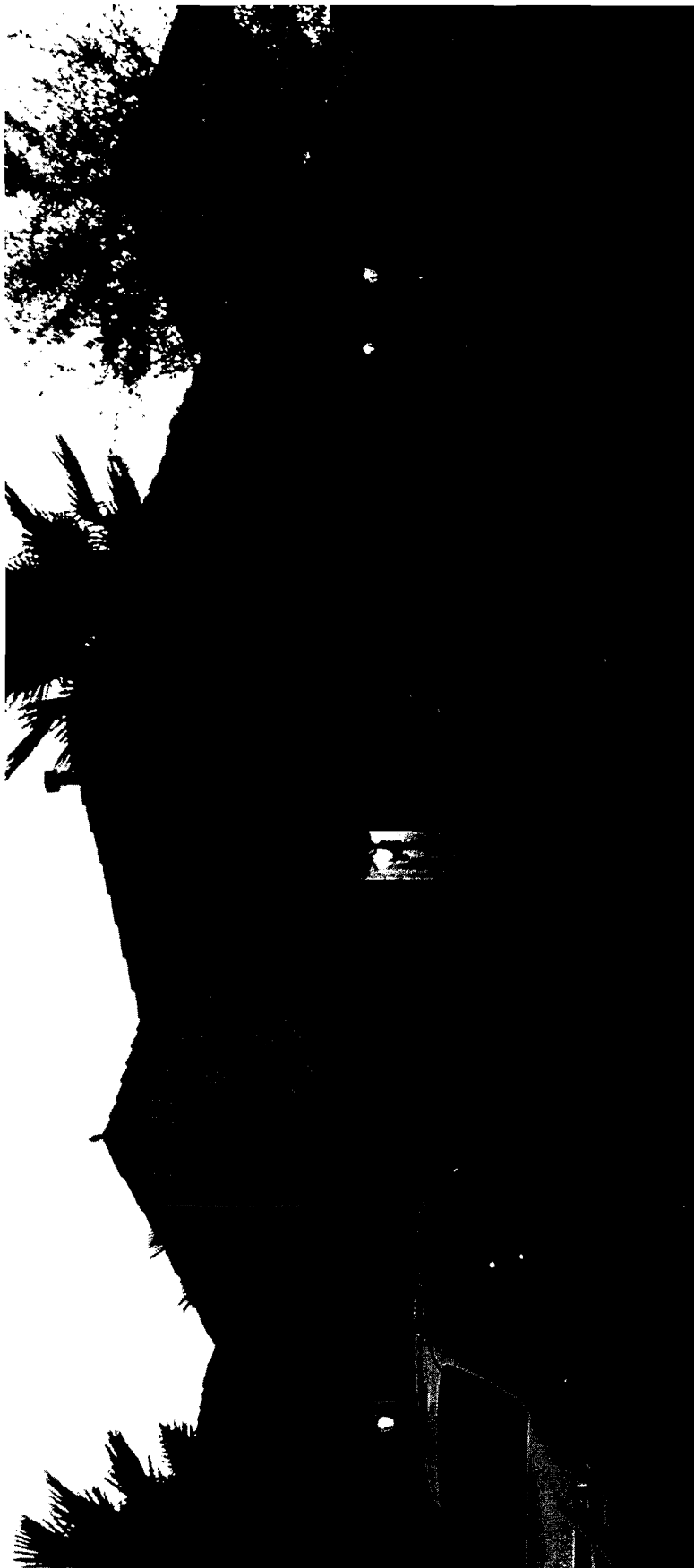
be repaired or replaced by CPSC.

[REDACTED]  
Signature of Resident

8/07/2009  
Date

[REDACTED]

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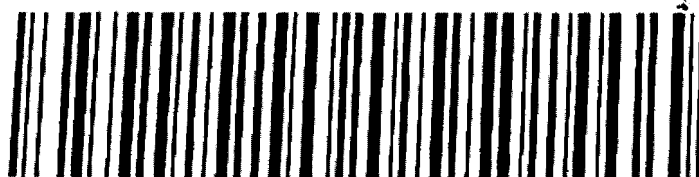
CAC/BDP  
7310 West Morris Street, Indianapolis, IN 46231

**INDOOR SECTION  
SECTION INTÉRIEUR**



**MODEL NO.  
MODÈLE N°**

**CNPHP3617ATAAAAA**



**SERIAL NO.  
SÉRIE N°**

**0806X24493**

**DESIGN PRESSURE 450 PSIG 3102 kPa**

**PRESSION DESIGNÉE**

**REFRIGERANT:**

**R-410A**

**RÉFRIGÉRANT:**

**FACTORY INSTALLED**

**TXV**

**METERING DEVICE**

**DISPOSITIF DE MESURE INSTALLÉ EN USINE**

**DATE OF MANUFACTURE**

**FEB 06**

**DATE DE FABRICATION**

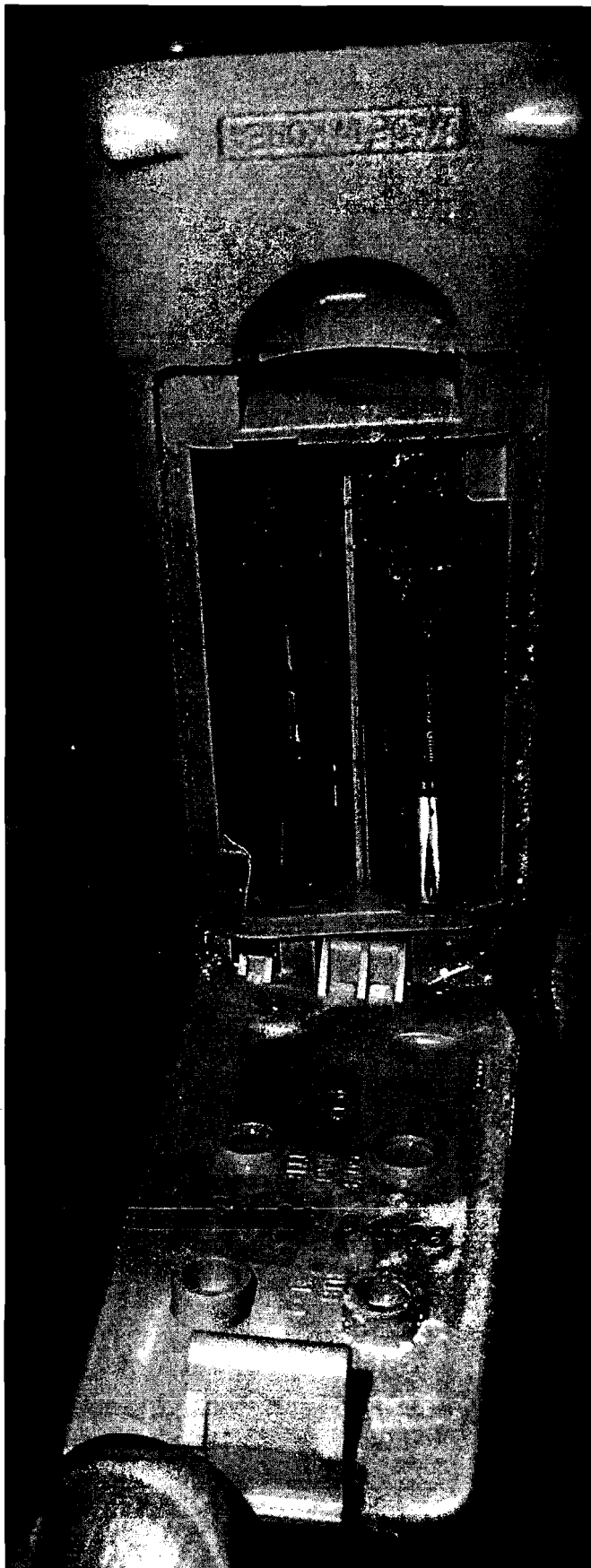
**Listed 3R39 Indoor Section of  
Heat Pump or Air Conditioner.  
Section Intérieur listé 3R39 de  
thermopompe ou air climatiseur.**

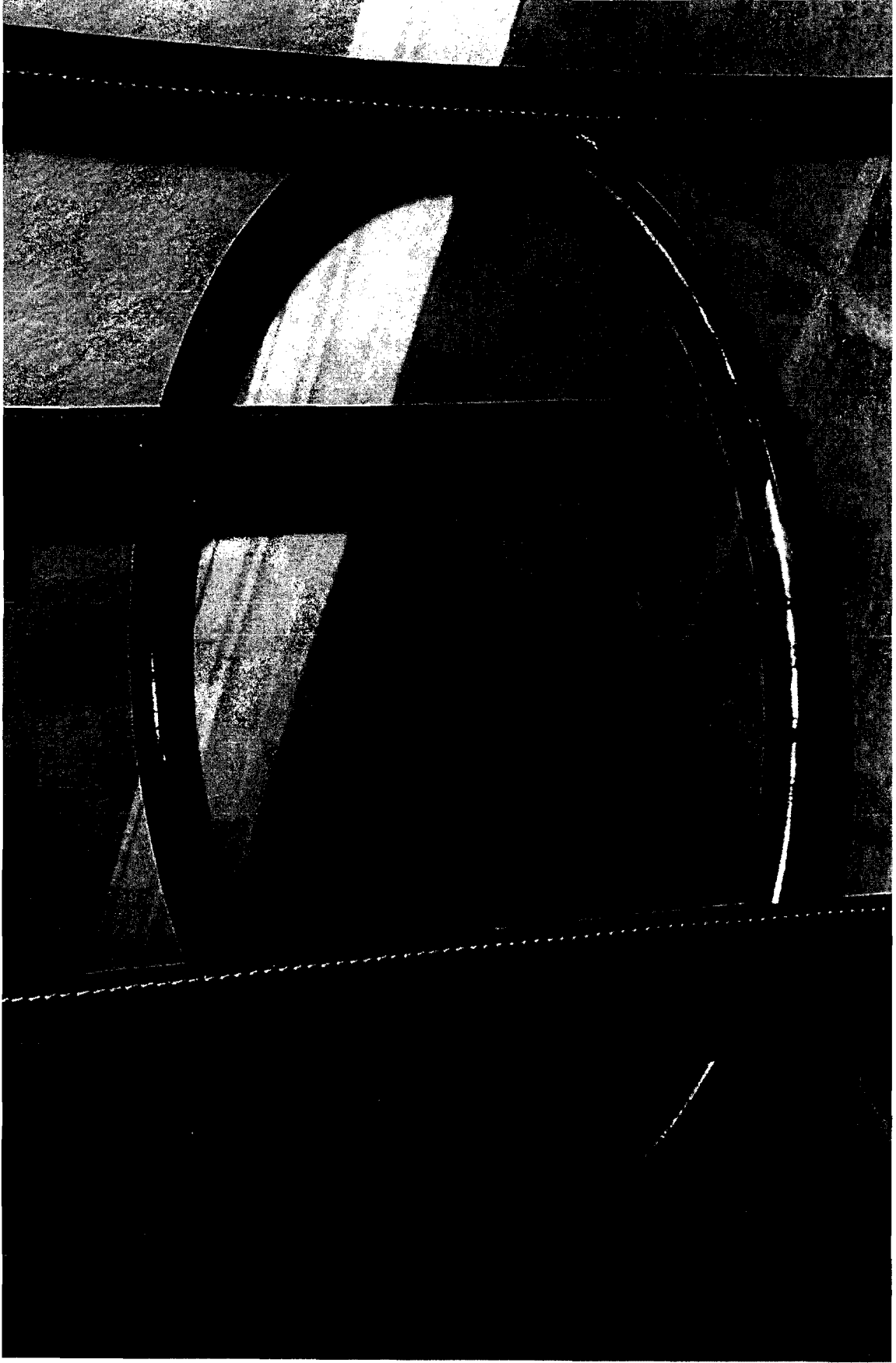
**MADE IN MEXICO**

**FABRIQUE AU MEXIQUE**



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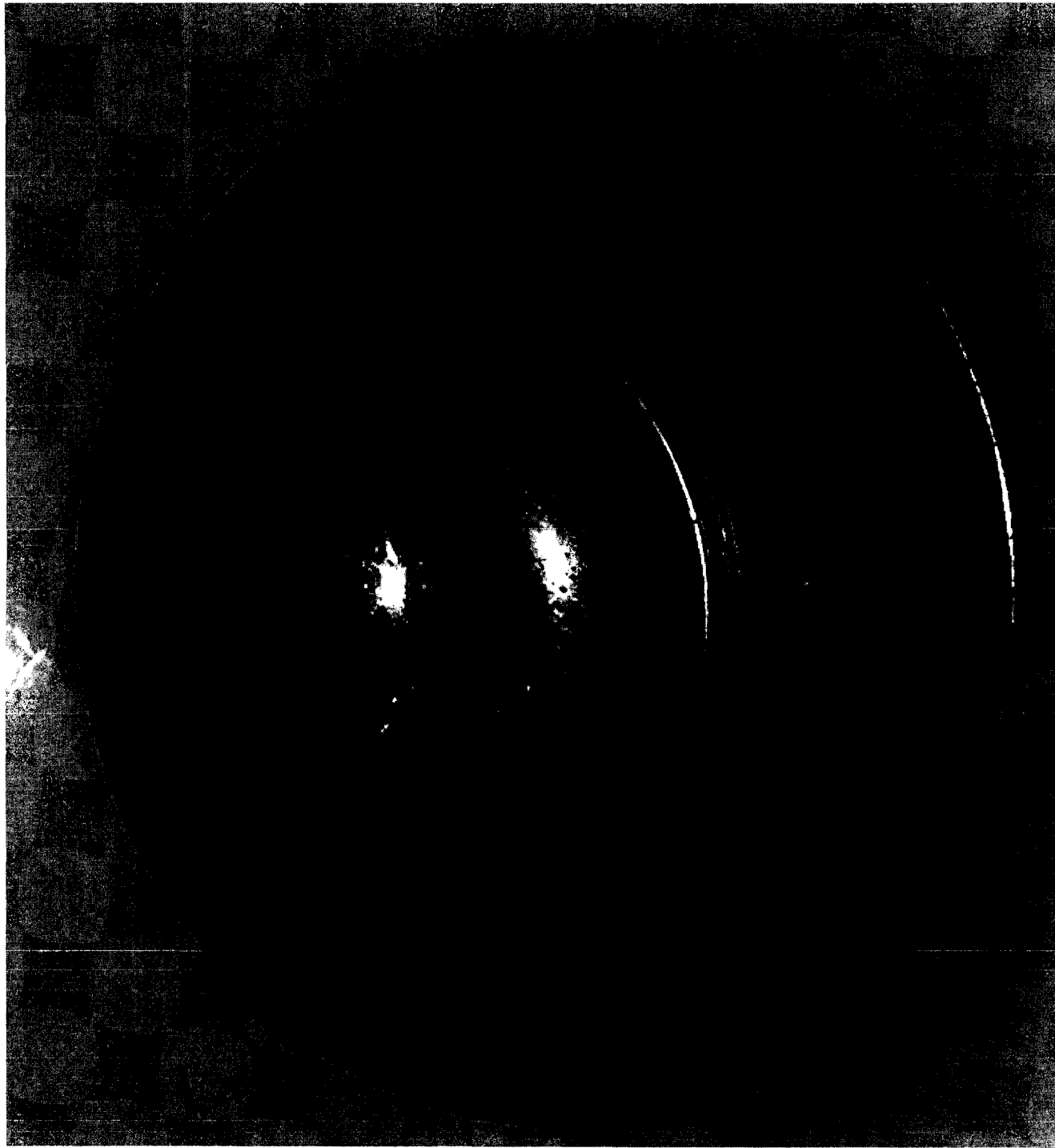


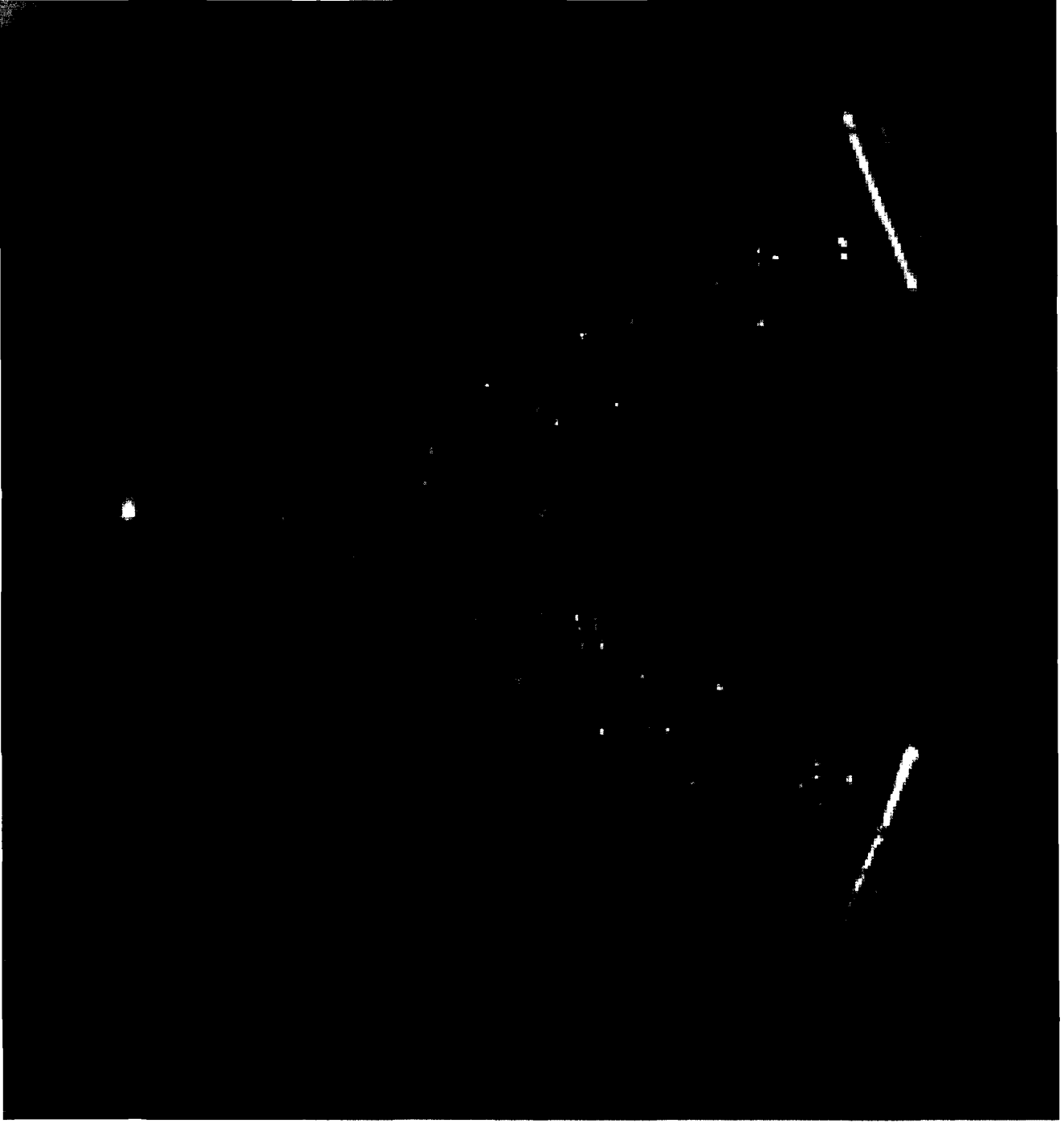




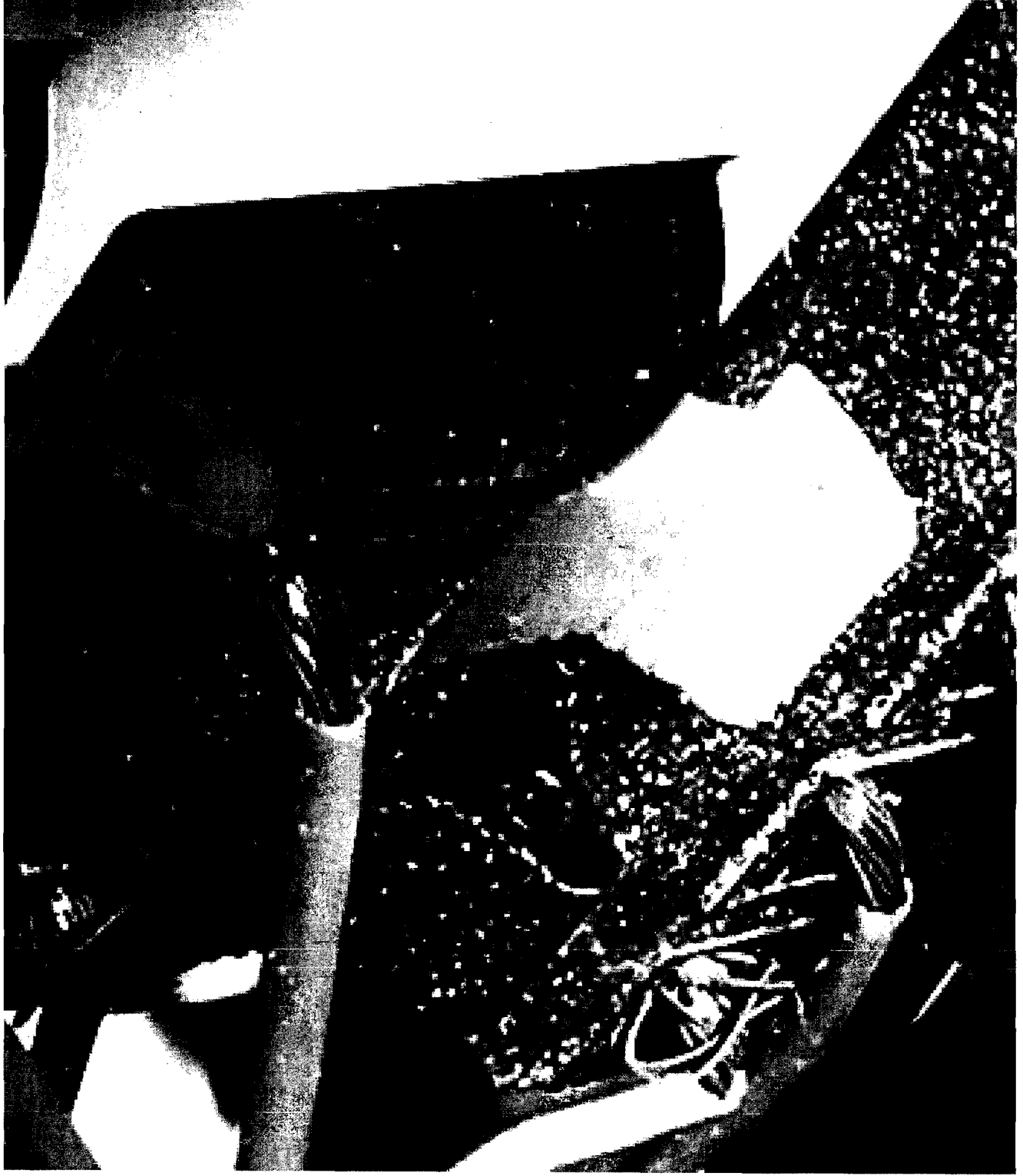








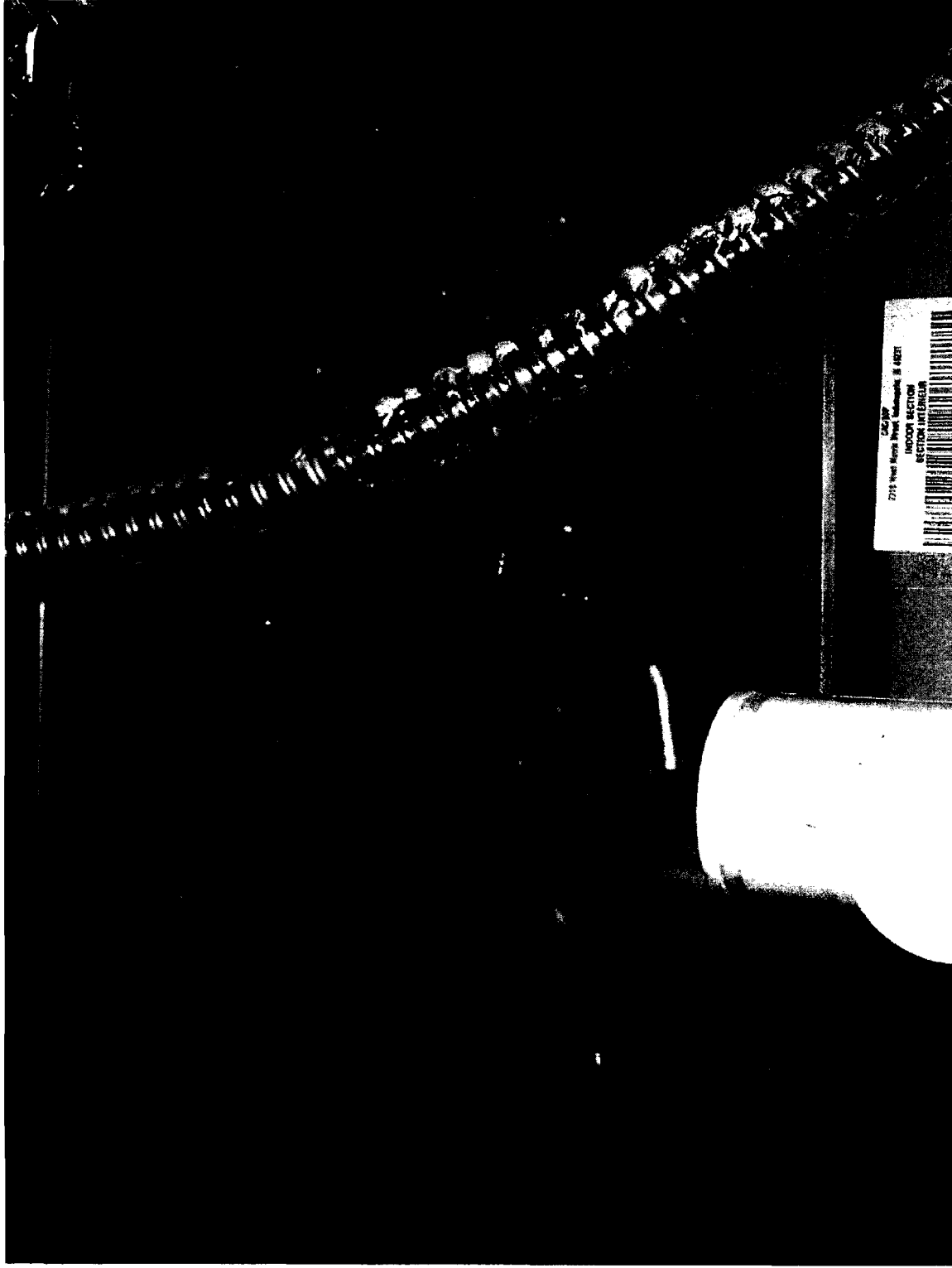




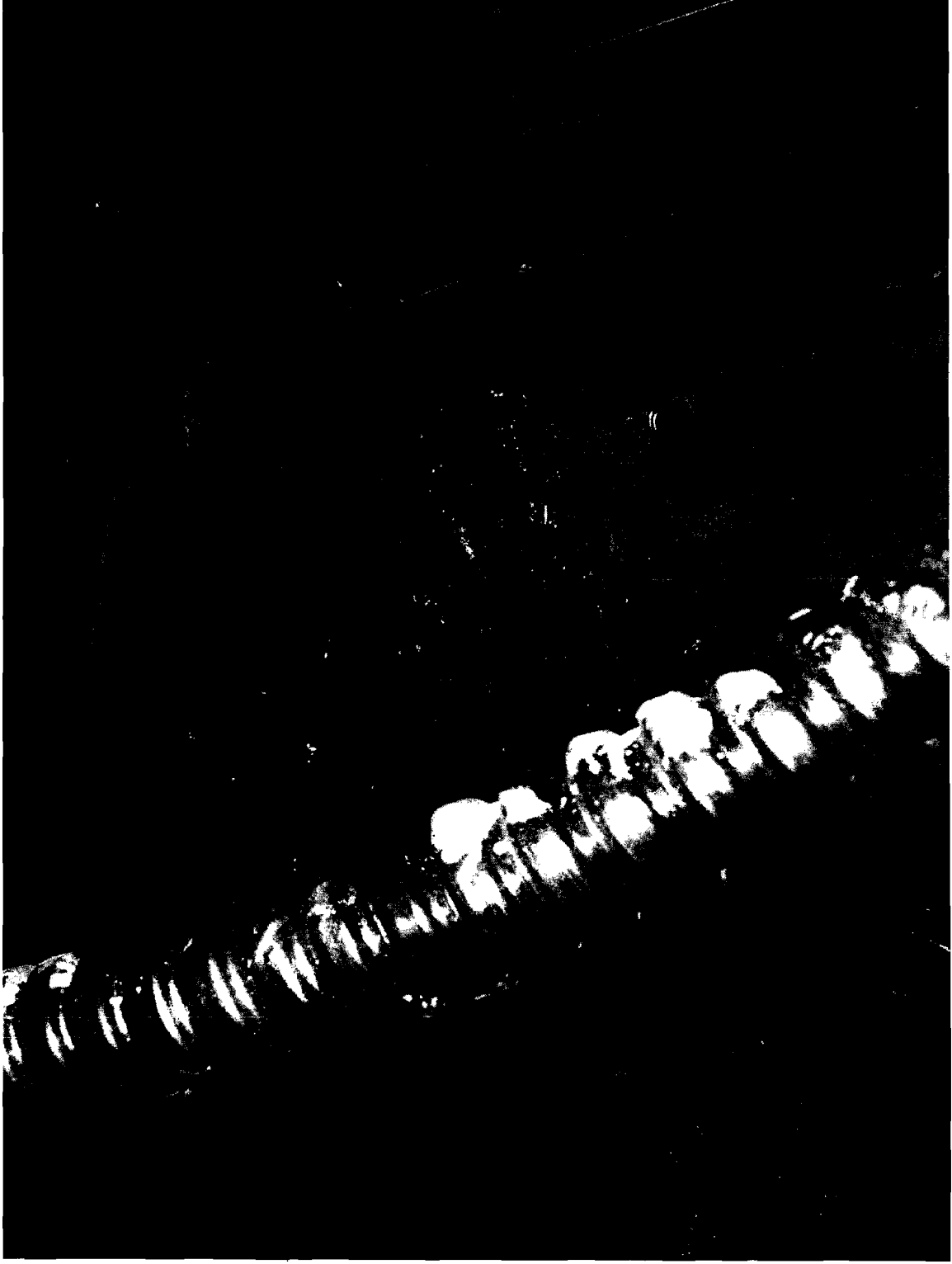








271 West Main Street, Minneapolis, MN 55401  
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05/26/2009 21:02:49

[REDACTED]  
[REDACTED]  
[REDACTED]  
Zip = 34275  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Victim's City = N. Venice

Victim's State = Florida

Victim's Zip = 34275  
[REDACTED]

Incident Description = On May 13, 2009, WCI Communities Construction Manager Todd Rudkin inspected our second home at [REDACTED], for the presence of installed imported (Chinese) drywall. While in the home, we have experienced irritated nasal passages and eyes; and noticed the presence of sulfur-like odors, premature corrosion of chrome plumbing fixtures, and had premature failure of electronic small appliances. Mr. Rudkin found corroded ground wires in 5-10 electrical outlets, corroded copper plumbing connections, corroded chrome plumbing fixtures, and corroded A/C coils. He said, "...we have all indications of the presence of Chinese drywall."

Victim's age at time of incident = 62

Victim's sex = male

Date of incident = May 13, 2009

Product involved = Drywall

Product brand name/manufacturer = Unknown

Manufacturer street address = Unknown

Place where manufactured (City and State or Country) = Presumed to be China (did not manufacturer's markings)

Product model and serial number, manufacture date = Unknown

Product damaged, repaired or modified = no

If yes, before or after the incident =

Description of damage, repair or modification = N/A

Date product purchased = June 2006 from WCI Communities

Product involved still available = yes

Have you contacted the manufacturer = no

If not, do you plan to contact them = no

Name Release = Release name to manufacturer only



1. Task Number 090804CBB1930		2. Investigator's ID 9052		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2009 06 15	5. Date Initiated YR MO DAY 2009 08 06		
6. Synopsis of Accident or Complaint UPC A couple, who moved into their new home that was built in 2006 have found that the coils on their air conditioning unit have corroded and turned black. Also, all of their ground wires in the outlets have turned black. The 79-year-old male has had breathing problems while living in this house. They suspect it was constructed with Chinese drywall.  MFR/PRVLBR NOTIFIED COMMENTS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS. 3,6,25C <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY <i>we 3/24/2010</i>				
7. Location (Home, School, etc) 1 - HOME		8. City SUN CITY CENTER		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 4061 - Electric Outlets Or Receptac		11B. Trade/Brand Name UNKNOWN		11C. Model Number UNKNOWN
11D. Manufacturer Name and Address NONE				
12. Age of Victim 79	13. Sex 1 - Male	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 71 - Other	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 15 / 3	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 08/20/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Rose, Blake; Blasius, Dennis; Woodard, Dean; Trotta, Andrew; Matheson, Joanna; Khanna, Rohit			28. Source Document Number I0960493A	

Information contained within this report was obtained from an on-site visit with the homeowner at his home. During this visit, engineers from EH & E were conducting air quality tests.

The homeowners consist of a 69-year-old female and a 79-year-old male. They have a schnauzer/poodle dog that is 5-years-old. No one else has lived with them in the home. The home was built in 2006 by WCI Builders of Bonita Springs, FL. The homeowners moved into the home in September 2006. They lived in this house for eight to ten months a year during the winter time and then live in a home in Indiana for two to four months during the summer time. They left this home in April 2009 and have lived in their home in Indiana since then.

The home is a one story family home. It has approximately 2,100 square feet of living space. There is a two-car attached garage and a screened in patio on the back of the home. The house has three bedrooms, two full bathrooms, a large kitchen area, a dining room, a family room and a laundry room. The house was built on a concrete slab and is constructed of concrete block and stucco. The homeowner believed the house has metal and wood studs. The house has tile throughout the house. Several of the rooms have area rugs. All of the appliances were new when the house was built in 2006.

This home is equipped with natural gas for the oven, water heater, clothes dryer, furnace and barbecue grill. All other appliances are electric. The homeowner stated that the builder painted all the walls before they moved into the home in September 2006. They have not made any other major changes to this home since they moved into the home in September 2006.

The homeowner stated that none of the drywall in this house has been replaced. He did not know the name of the drywall contractor or the drywall installer. The home was built by WCI Builders of Bonita Springs, FL.

The male homeowner has had some breathing problems since he has lived in this house. Also, his voice has changed because of the breathing problems. He has had an occasional nose bleed and has suffered from watery eyes while living in this house. Also, he has had trouble sleeping at night. When he stays in Indiana, he has noticed that his problems subside after being out of this house for a short time. When he comes back to this house, the problems reappear. He has not sought any type of medical treatment for these symptoms. The female homeowner has not had any medical issues as a result of living in this house.

The homeowner related that his dog has not shown any medical problems because of the Chinese drywall.

The homeowners detected a strange odor when they first moved into the house. They attributed it to a "new house smell" or "new paint smell". The male homeowner related



that he has continued to smell this odor every day. When the house has been closed up, the smell is stronger. He described the smell as a distinct odor that is like walking into a bar full of smokers and drinkers.

This home has one air conditioning unit. The homeowner stated that he has not had to replace the coils on the air conditioning unit and has not had to have it recharged. It has always worked fine without any problems. The coils in the air conditioning unit were examined. All of the coils have turned black and show corrosion.

The homeowner stated he has had problems with his big screen plasma television. He purchased a new Samsung plasma television in 2006. In February 2009, the television completely stopped working. A television repairman looked at it and could not determine what was wrong with it. He told the homeowner that it would be very costly to repair, so the homeowner purchased a new LCD television. He has not had any problems with the new LCD television since he purchased it in February 2009.

The homeowner checked the ground wires in some of his outlets in this house. He stated that the ground wires have turned black. Several of the outlets were examined during this visit and all of them showed signs of corrosion on the ground wires.

The homeowners first became aware of Chinese drywall in the latter part of 2008. Several of his neighbors have had problems with their air conditioning coils and have had to have them replaced two and three times. The neighbors also told him about problems they were having with the televisions that stopped working and breathing problems they were having since moving into their new homes. The neighbors told him about the problems with the Chinese drywall and then he learned more about it from the news in the newspaper and on television. His neighbors have gotten together and have shared information with each other. The homeowner and his neighbors have registered with an attorney to represent them. The attorney has visited the homeowner's house and did a visual inspection of the house.

The homeowner contacted the builder, WCI who sent out an employee to look at his house. The employee saw the black coils in the air conditioner and the black ground wires in the outlets. However, he was very non-committal. The homeowner has tried to get someone from WCI to help him but the company is just now emerging from a Chapter 11 Bankruptcy, so they are not willing to talk to him.

The homeowner has contacted his homeowner's insurance company about the problem with the Chinese drywall. The insurance company rejected his claim.

The homeowner was contacted by a company that has declared they can decontaminate the Chinese drywall in order to make it safe to be in his home. He had the owner of the company come to his house and give a presentation to him and some of his neighbors. The owner of the company stated that they can inject their product into the drywall that

will stop 100% of the off gassing. Their product will chemically alter the gases being emitted by the Chinese drywall and would form inert, safe compounds. The homeowner provided a copy of the owner's explanation of how the process would work (See Attachment 3).

The homeowner stated that he wants to be pro-active and is very interested in finding a solution to the Chinese drywall problem. He suggested that he would be willing to have the company that claims they can decontaminate the Chinese drywall treat his home. After they have treated his home, CPSC could bring back their engineering test team to test his house again to determine if this is a viable solution to the Chinese drywall problem. He would rather have the drywall treated then to have to move out while the drywall in his house is taken out and then replaced. He believes this would save homeowners a lot of time and money if this process was determined to be safe and effective by a third party, such as the CPSC.

The homeowners' short term plan for now is to try to find a solution to the Chinese drywall as quickly as possible. The homeowner stated that he purchased this house as his last house and does not want to sell it or move out. He plans to have this house as his primary residence and live in Indiana during the hot summer months.

During this investigation, the homeowner's neighbor came to the homeowner's home. The neighbor related that he had to replace the coils in his new air conditioner and the ground wires within his outlets have all turned black. He believes his home was also built with Chinese drywall. The neighbor and the homeowner had the same builder and both of their homes were built in 2006. The neighbor has purchased two carbon filtered air cleaners for \$3,000 each. He and his wife are in their 70's and are trying to alleviate or minimize the chemicals that are being emitted from the Chinese drywall because they cannot move out of their home. They are very much concerned about the physical effects the Chinese drywall may be having on their health. A photograph of the carbon air filter was taken and is attached as Attachment 1, Photo 6.

#### **PRODUCT IDENTIFICATION:**

The drywall in the homeowner's house is suspected Chinese drywall. The manufacturer could not be determined.

#### **ATTACHMENTS:**

Attachment 1 – Photos 1 – 6

Attachment 2 – Commitment Form

Attachment 3 – Copy of Biohazard Abatement Solutions, Inc information sheet provided by the homeowner

Attachment 4 – Information concerning the neighbor's carbon air filter system

Attachment 5 – Final Release Form

**090804CBB1930**

**-4-**

Attachment 6 – Authorization for Release of Name  
Attachment 7 – Identification of Contacts

090804CBB1930

**ATTACHMENT 1**

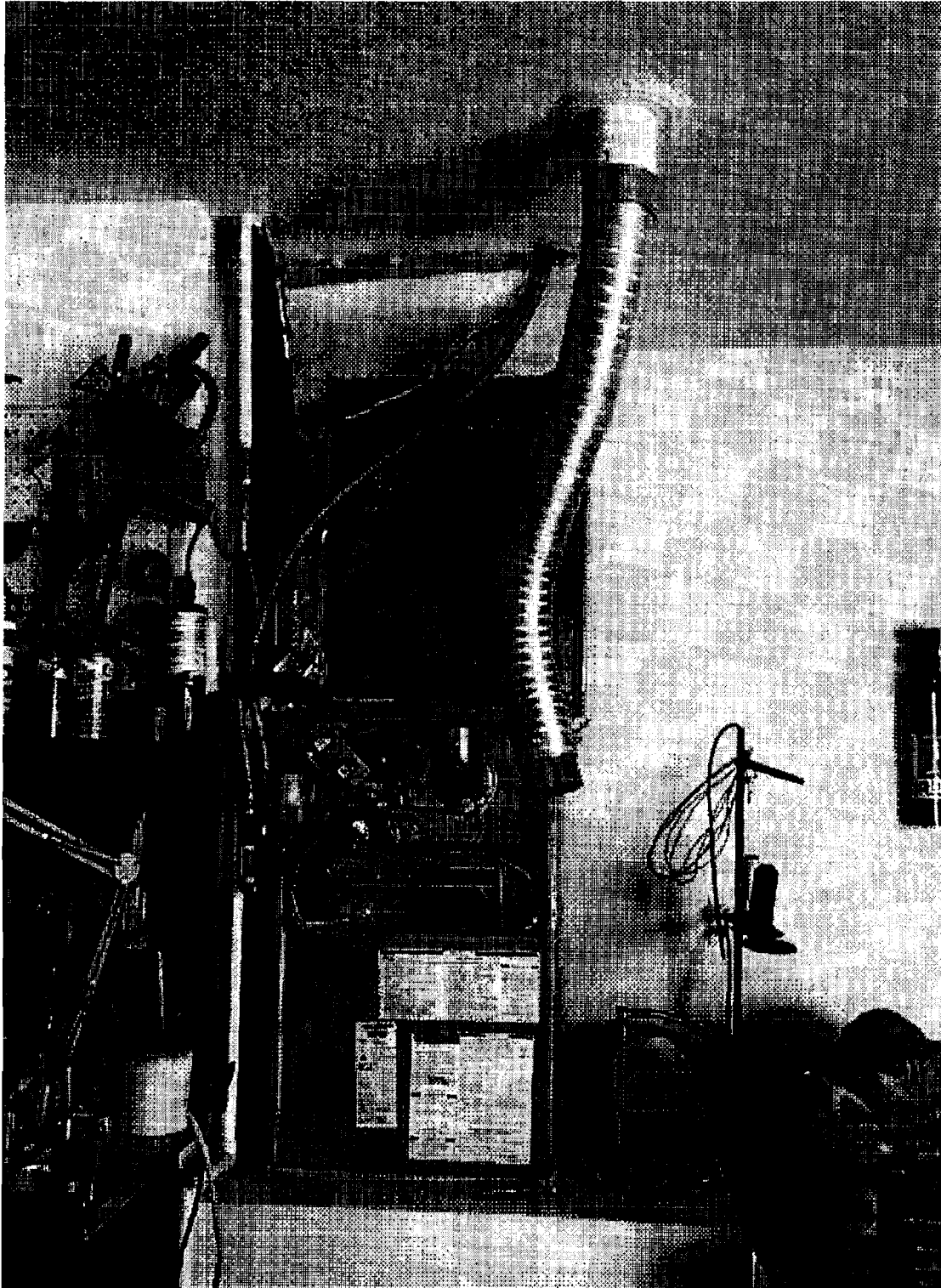
**PHOTO 1 – View of homeowner's home**



090804CBB1930

ATTACHMENT 1

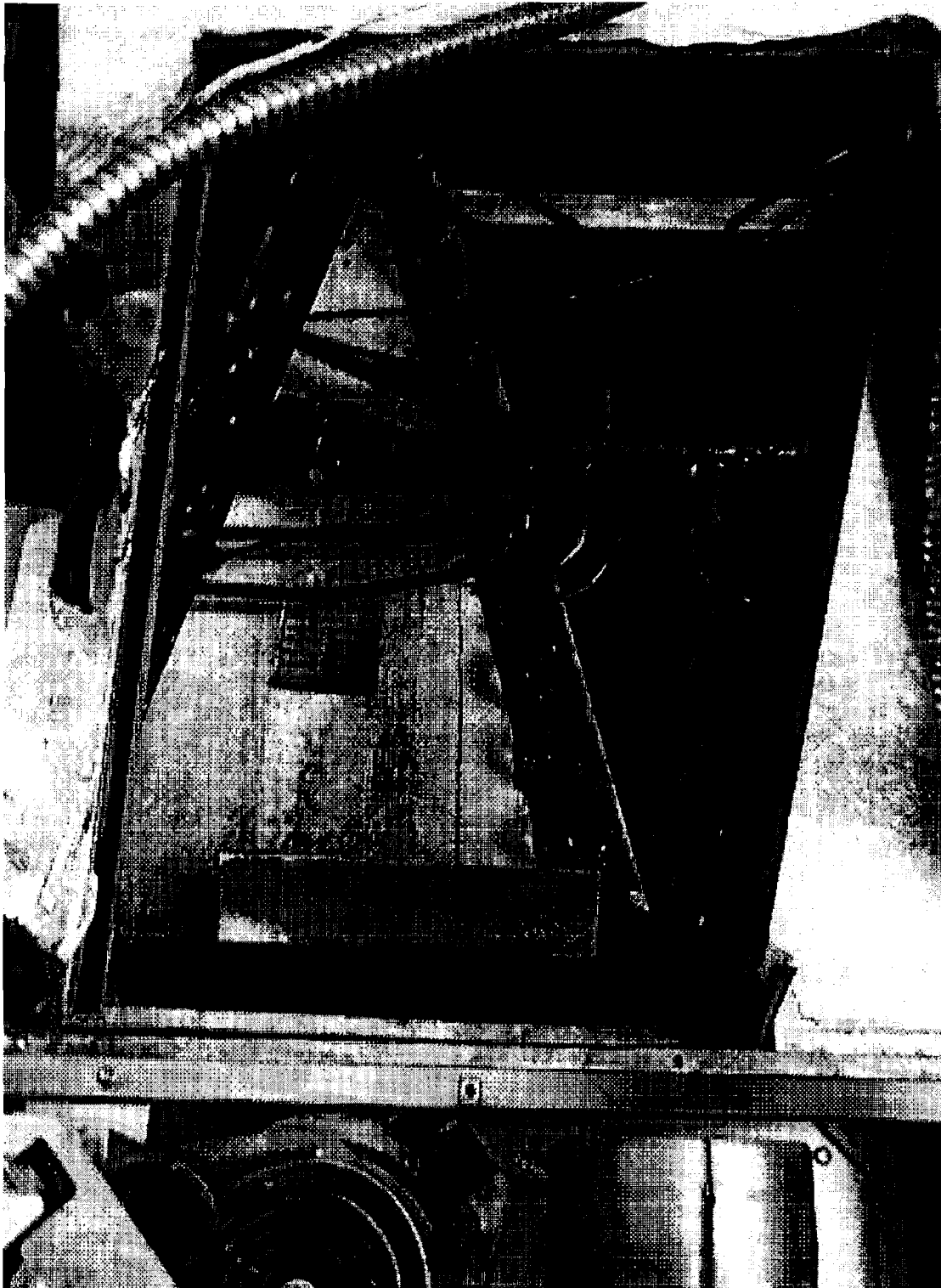
PHOTO 2 – View of air conditioning unit in garage



090804CBB1930

ATTACHMENT 1

**PHOTO 3 – Closer view of the coils in the air conditioning unit showing corrosion and have turned black**



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ATTACHMENT 1

PHOTO 4 – View of an outlet in the bedroom where the ground wire turned black



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ATTACHMENT 1

**PHOTO 5 – Another view of the outlet where the ground wire has turned black**





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ATTACHMENT 1

**PHOTO 6 – View of carbon air filter that the homeowner's neighbor has purchased to help alleviate the odor in his home that also is suspected of having Chinese drywall**



# RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED] do hereby give permission to the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at [REDACTED] for an indoor air-quality monitoring and testing study. This work is being undertaken as a part of an exploratory study to assess potential associations between constituents that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health, safety and/or remediation which occupants could take in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this testing will take one full day of active testing and up to one to two week(s) of having passive sampling equipment in my home. I understand that after one to two week(s) of passive sampling, CPSC will contact me to arrange a time for CPSC to retrieve the passive sampling equipment. I represent that neither I nor members of my household will touch the passive sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

I understand that this study involves multiple residences and the final study and analysis will not be completed for a period of time, likely in the fall of 2009. I also understand that CPSC will likely not release information to the general public until the completion of the entire study. I further understand that this study may be widely disseminated to the public and that my own residence will not be identifiable by personally identifiable information such as address, name, etc. within the larger study.

I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities and claims for damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property. CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or [REDACTED] with the testing as outlined above, however occurring.

Signature

Date

07.06.2009

## **Biohazard Abatement Solutions, Inc.**

### **Decontamination of Chinese Drywall**

#### **Abstract**

It has been reported that drywall imported into the US between 2004 and 2006 from certain areas in China, can release sulfur-containing odorous components. These compounds can corrode air conditioning coils and other copper-bearing materials, causing them to be replaced repeatedly. Chemical analysis suggests that the problem is possibly related to presence of iron disulfide (FeS<sub>2</sub> pyrite) and strontium sulfide (SrS). These sulfides tend to decompose in the presence of humidity, releasing sulfur-containing gases. Hydrogen sulfide (H<sub>2</sub>S), carbonyl sulfide, sulfur dioxide (SO<sub>2</sub>), carbon disulfide (CS<sub>2</sub>), and mercaptans are the most common sulfur-containing gases suspected as the cause of the odor and the corrosion propensity.

Our product RemedialConG® was created to safely decontaminate equipment and personnel from both chemical and biological warfare agents. After treating a house that utilized Chinese Drywall with RemedialConG®, the levels of VOCs, Hydrogen Sulfide, Sulfur Dioxide and other compounds were below detection limits.

#### **Background**

Drywall is usually made of gypsum (hydrated calcium sulfate). Therefore, sulfur is one of the main components present in the sample. All drywall has sulfur in its elemental composition; therefore the odor is not explained by an analysis of the total sulfur content. The extent of the indoor air quality issues related to this is still unclear. The EPA is currently investigating the severity of the problem. However, it is well known that exposure to sulfur-containing gases can create irritation and breathing disorders.

#### **Hypothesis**

Applying RemedialConG® via a variety of application techniques would provide coverage of the Chinese Drywall. Once the formulation is absorbed into the drywall, a chemical reaction will occur, resulting in an immediate increase in VOCs, which will then fall back to acceptable levels after a period of 24 - 48 hrs. Also, the application of the RemedialConG® would increase the rate of off-gassing by the drywall. The surfactants in the formulation would allow for filling in capillary spaces that were once occupied. Our lab and field test results show that we are able stop 100 % of the off-gassing. Our formulation will chemically alter the products currently being given off by the Chinese Drywall and would form inert, safe compounds. Applying RemedialConG® will render the Chinese Drywall safe for occupants and also cease the corrosion of copper and other metal components. However, RemedialConG® may not stop corrosion that occurs naturally with time or with moisture intrusion. A current school of thought is that the chemicals from the Chinese drywall are affecting other building materials, such as the studs that the drywall is in direct contact with. This is not a problem with our system as we treat the entire area including the studs and insulation.

**BASl Overview**

Biohazard Abatement Solutions, Inc. a Florida based company, continually strives to develop cost effective, practical solutions to contamination problems incorporating the newest, cutting edge technologies available for commercial use.

We provide comprehensive, environmentally-safe, non-toxic, decontamination of molds, mold spores and mold related mycotoxins, bacteria, viruses and many chemical contaminants including Formaldehyde and Sulfur compounds. Our decontamination processes incorporate patented revolutionary products, unique application techniques and monitoring and testing technologies unsurpassed in the industry.

Our decontamination processes do not require tenting or time-consuming labor and, in many instances, we can decontaminate sections of a facility without disruption of services in other sections.

**Product Information – RemedialConG®**

The original technology, was developed for the U.S. Department of Energy and National Security Administration for their Chemical and Biological National Security Program (CBNSP). The formulation's unique characteristics provide tactical advantages in the decontamination process that previously required the dedication of large numbers of resources, personnel and time.

The decontamination formulation is the first known to be effective on a broad spectrum of biological agents, bacteria, viruses, bacterial spores and chemical agents. The decontamination formulation is non-toxic and non-corrosive. The product is slightly basic with enhanced physical stability for the rapid mitigation and decontamination of chemicals and biological agents based on a surfactant system that solubilizes sparingly soluble agents and increases the reaction rate with nucleophilic reagents.

The catalytic reaction of the formulation increases the speed of the oxidative reactions that could otherwise take years to complete. The reaction requires a slightly basic pH and results in the formation of a highly reactive species three times more oxidative than chlorine without the corrosive effects. The formulation exhibits none of the problems of gaseous release from chlorine (chlorinated organics) or chemical residues associated with other chemical oxidants.

The formulation is miscible with water and is safe to apply on most fabrics, clothing, carpeting, walls, furniture and a variety of soft goods that would be permanently damaged by chlorine bleach.

There is no residual effect on the environment due to the decomposition of the primary oxidizers within the formulation into oxygen and water vapor.

The RemedialConG® formulation was specifically developed to enhance the base product's ability to penetrate drywall sheeting. The foaming characteristics enable the product to more effectively and efficiently be absorbed into the drywall by extending the time it is in contact with the surface area to be treated. In addition, specially designed and engineered equipment allows for total verifiable coverage of all materials to be decontaminated.



**Biohazard Abatement  
Solutions, Inc.**

*Leading the Industry in Cutting Edge Decontamination*

**David Fago**

813-967-3685

Fax: 813-926-5999

dfago@aol.com

RAE Systems handheld VOC monitor - Model No. ppbRAE3000

FLIR Infrared Camera – Model B-2

090804CBB1930

ATTACHMENT 3

Delmhorst Moisture Meter – Model BD-10

Page 3 of 5

### Sampling Results – VOC ppb

Time	Living Room	Living Room Behind Walls	Office	Office Behind Walls	Front Bedroom	Front Bedroom Behind Walls	Master Bedroom	Master Bedroom Behind Walls
11:30	0	4217	0	3250	400	3654	0	N/A
12:30	0	3139	0	2948	215	2874	0	N/A
1:00	0	2960	0	2687	0	2489	0	N/A
1:30	0	1592	0	1763	0	1536	0	N/A
2:00	0	612	0	752	0	987	0	N/A

### Conclusions

The RemedialConG® was applied to the house where Chinese Drywall was present and resulted in the elimination of hydrogen sulfide odors. In addition, applying RemedialConG® was effective in reducing and eliminating all detectable (TDL 1ppb) VOCs including Sulfur Dioxide and Hydrogen Sulfide from the Chinese Drywall.

### Subsequent Testing

Air monitoring equipment (Procheck+ 5000Ex) was utilized to determine the concentrations of VOCs. The PhoCheck+5000Ex was pre-calibrated at Ion Science by Bob Wheelhouse to measure ppb. The results in the sample home were after a 2 week period, during which the home HVAC system was turned off for a period of 4 days during a hot Florida summer with lots of rain. Even with this extreme measure to test the product, no VOC's were found. Lab results as well as results from other studies suggest the following findings are accurate. We have stopped all off gassing of the Chinese drywall as well as any other contaminated building materials in the wall system as well.

### Testing Equipment

Phocheck+5000Ex

### Sampling Results

Sampling Location	VOC	HS2	SO2	Other	Other
Living Room	0	0	0	0	
Bedroom 1	0	0	0	0	
Kitchen	0	0	0	0	
A/C Closet	0	0	0	0	
Bedroom 2	0	0	0	0	

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ATTACHMENT 3  
Page 4 of 5

### Conclusions

The RemedialConG® was applied to the house where Chinese Drywall was present and resulted in the elimination of hydrogen sulfide odors. In addition, applying RemedialConG® was effective in reducing and eliminating all detectable (TDL 1ppb) VOCs including Sulfur Dioxide and Hydrogen Sulfide from the Chinese Drywall.

Due to the use of well trained people and well designed chemical reactions and processes versus large amounts of man hours, we are able to offer safe, reliable, economical, and reproducible results in the fix for Chinese drywall. We are able to do this in about 1/8 of the time, and for about 1/3 of the cost of replacing the Chinese drywall.

## **Testing Methods**

BASI, and their affiliates have conducted numerous tests in the lab and in the field with the product to determine its effectiveness in eliminating the off gassing produced by the Chinese drywall.

Location – Single Family residence (unoccupied), Sun City, FL

090804CBB1930  
ATTACHMENT 3  
Page 5 of 5

Field test Dates : July 14 – 17, 2009

Environmental Conditions – Conditioned Air (77 F)

Builder installed an exhaust system independent of HVAC system in a previous attempt to resolve off-gassing issues related to Chinese Drywall. The exhaust system was not effective in preventing off-gassing and corrosion. This is considered an anomaly as standard homes do not have an independent exhaust system.

In this field test, pre-decontamination air sampling was not conducted due to time constraints and lack of availability of the air monitoring equipment. However, physical evidence of corrosion on copper wiring was visibly evident as well as detection of hydrogen sulfide odor using olfactory sense. Upon entering the house, the team experienced symptoms of low concentration exposure to hydrogen sulfide including headaches, upper respiratory irritation and irritation of the eyes. The builder confirmed that Chinese Drywall was installed and was also confirmed by a visual inspection of the drywall that proved the drywall was manufactured in China (CK label).

None of the mill work, cabinets, appliances or baseboards were removed from the house or disturbed from their installed locations. The house was prepared via our carefully designed system. After treating the home with RemedialConG®, the concentration of VOCs increased as expected (see sampling results). The product then completed the natural process of breaking the sulfur dioxide bonds, releasing the harmful gasses, and then neutralizing the VOC's that are a product of this process.

### **Initial Testing**

After we completed our process, air monitoring equipment (PPB Rae 3000) was utilized to determine the concentrations of VOCs. The PPB Rae was pre-calibrated at Peterson Environmental (Calibration Data available upon request). The results in the living areas were zero parts per billion for VOCs in all the rooms upon initial and follow up readings. The only exception was the Second Bedroom, where the readings initially were 400 ppb for VOCs. However, the VOC concentrations dropped to Zero ppb after an hour. This room was treated last with the RemedialConG® Product.

In order to measure the concentration of Sulfur Dioxide and Hydrogen Sulfide, Gastec gas detector tubes and hand pump were utilized. No detectable levels were found.

### **Testing Equipment**

GASTEC gas detector tube system - Model No. 45S



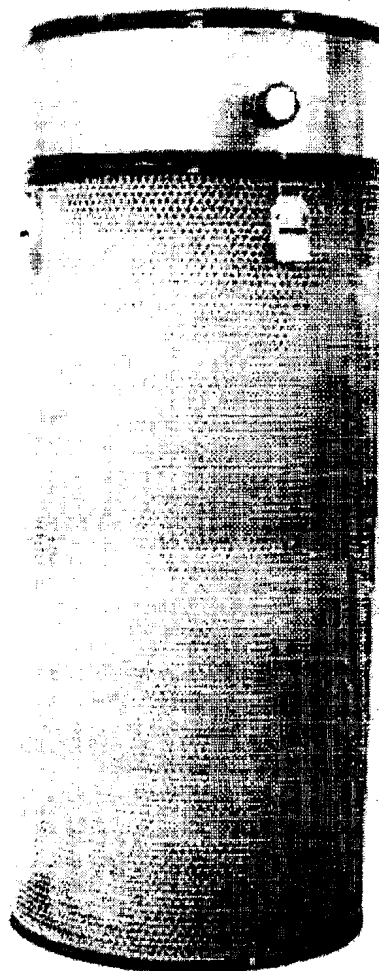
electrocorp

**RAP 204 H / RAP 204 CC / RAP 204 CC/ RAP 204 CCPC  
Series Space Saver™ Odor and Particulate Controller**

ALLER AIR

514-335-427

Henn



813-383-7618

090804CBB1930  
ATTACHMENT 4  
Page 1 of 3

**SETUP AND OPERATING INSTRUCTIONS**

**Note:** Your unit is shipped in two boxes. The first box contains the motor blower with controls, and the second box contains the lower body assembly with the filters.

866.667.0297

Email: [info@electrocorp.net](mailto:info@electrocorp.net) | Website: [www.electrocorp.net](http://www.electrocorp.net)

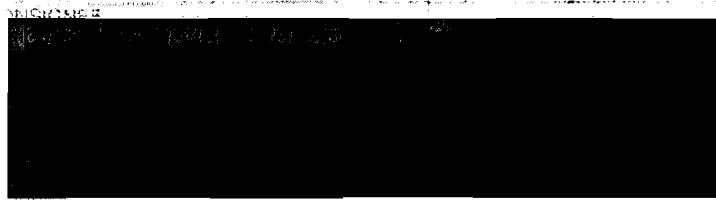




P.O. Box 25612, Richmond, VA 23218  
www.estes-express.com



ATE	ORIGIN	DESTINATION	ESTES REV	ADV. REV	BYD. REV.
SHIPPER B/L OR GBL NUMBER					



PRO NUMBER  
ROUTE (CARRIERS F/B #, DATE AND INTERCHANGE #)

BILL CHARGES TO

# SAV SKIDS DEL'D INTACT \_\_\_\_\_ # SKIDS DEL'D \_\_\_\_\_ # EMPTY SKIDS RET'D \_\_\_\_\_  
☐ GOOD ORDER ☐ SHORT ☐ OVER ☐ DAMAGE  
DESCRIBE EXCEPTIONS

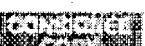
# PCS	HA	DESCRIPTION OF ARTICLES AND SPECIAL MARKINGS	WEIGHT/LBS	RATE	TOTAL CHARGES

090804CBB1930  
ATTACHMENT 4  
Page 2 of 3

Initial to Acknowledge Receipt of Service(s)  
By \_\_\_\_\_



P.O. Box 25612, Richmond, VA 23218  
www.estes-express.com



ATE	ORIGIN	DESTINATION	ESTES REV	ADV. REV	BYD. REV.
SHIPPER B/L OR GBL NUMBER					

PRO NUMBER  
ROUTE (CARRIERS F/B #, DATE AND INTERCHANGE #)

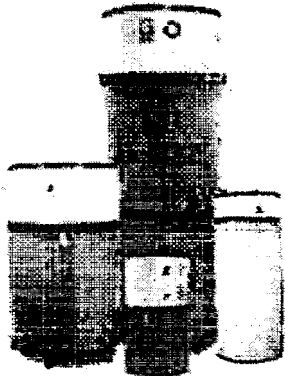
BILL CHARGES TO

# SAV SKIDS DEL'D INTACT \_\_\_\_\_ # SKIDS DEL'D \_\_\_\_\_ # EMPTY SKIDS RET'D \_\_\_\_\_  
☐ GOOD ORDER ☐ SHORT ☐ OVER ☐ DAMAGE  
DESCRIBE EXCEPTIONS

# PCS	HA	DESCRIPTION OF ARTICLES AND SPECIAL MARKINGS	WEIGHT/LBS	RATE	TOTAL CHARGES

Initial to Acknowledge Receipt of Service(s)  
By \_\_\_\_\_

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ATTACHMENT 4  
Page 3 of 3



**RAP SERIES**

The RAP series features four models of air scrubbers, with up to 120 pounds of activated carbon, which is ideal for areas measuring up to 1500 square feet. These units are distinguished by their aesthetic design and their quiet, yet powerful filtration capacity.

**Filtration System:**

30 lbs. of carbon, from 2 to 2.62" deep carbon bed filter  
Carbonized 10-micron pre-filter  
Electrostatic particle filter rated at 99% efficient at 0.1 microns



**Specifications:** Dimensions: 24" x 24" x 48" / Weight: 30 lbs. / CFM: 400

**Carbon Adsorbent Surface:** 200 square inches / (TCS) 727,272,727 square inches

**Ideal Room Size:** 100-150 sq. ft.

**RAP 24 CC-DW**

**Filtration System:**

30 lbs. of carbon, from 2 to 2.62" deep carbon bed filter  
Carbonized 10-micron pre-filter  
Electrostatic particle filter rated at 99% efficient at 0.1 microns



**Specifications:** Dimensions: 24" x 24" x 48" / Weight: 30 lbs. / CFM: 400

**Carbon Adsorbent Surface:** 587 square inches / (TCS) 727,272,727 square inches

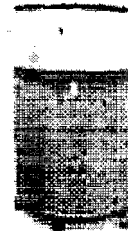
**Ideal Room Size:** 100-150 sq. ft.

1298  
18 44-62

\*Total Carbon Surface

**Filtration System:**

60 lbs. of carbon, from 2 to 2.62" deep carbon bed filter  
Carbonized 10-micron dense particle filter  
Electrostatic particle filter rated at 99% efficient at 0.1 microns



**Specifications:** Dimensions: 24" x 24" x 48" / Weight: 60 lbs. / CFM: 400

**Carbon Adsorbent Surface:** 1174 square inches / (TCS) 727,272,727 square inches

**Ideal Room Size:** 100-150 sq. ft.

3999 50-61 dB

**RAP 24 CC-DW**

**Filtration System:**

60 lbs. of carbon, from 2 to 2.62" deep carbon bed filter  
Carbonized 10-micron dense particle filter  
Electrostatic particle filter rated at 99% efficient at 0.1 microns



**Specifications:** Dimensions: 24" x 24" x 48" / Weight: 60 lbs. / CFM: 400

**Carbon Adsorbent Surface:** 2200 square inches / (TCS) 727,272,727 square inches

**Ideal Room Size:** 1000-1500 sq. ft.

4.499

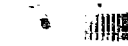


The 6000 DX-DW features 36 pounds of activated carbon, and is effective at reducing levels of Hydrogen Sulfide in rooms measuring up to 150 square feet.

**RAP 24 CC-DW**

**Filtration System:**

36 lbs. of carbon, 3.5" deep carbon bed filter  
Micro-HEPA wrap rated at 99% efficient at 0.1 microns  
Pre-filter



**Specifications:** Dimensions: 23.7" x 16" / Weight: 50 lbs. / CFM: 400

**Carbon Adsorbent Surface:** 336 square inches / (TCS) 5363636,364 square inches

**Ideal Room Size:** 100-150 sq. ft.

\*Total Carbon Surface

## FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED], do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at [REDACTED] for a preliminary pilot indoor air-quality monitoring and testing study on AUGUST 6, 2009.

On today's date, I have completed a walk-through inspection of my residence with SUSAN GABRIEL, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

I acknowledge that CPSC offered reimbursement for the \_\_\_\_\_, but I have declined CPSC's offer. I acknowledge that I have not requested that the \_\_\_\_\_ be repaired or replaced by CPSC.

[REDACTED]  
Signature of Resident

08 06 2009  
Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐

I request that you do not release my name. My identity is to remain confidential.

☒

You may release my name to the manufacturer but I request that you do not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

[Redacted Signature]

(Signature)

(Date)

08.06.2009

**090804CBB1930**

**ATTACHMENT 7**

**IDENTIFICATION OF CONTACTS:**

1. [REDACTED] homeowner, [REDACTED]  
contacted at his home on August 6, 2009.

**CONTACTS MADE BY THE HOMEOWNER:**

1. WCI Builder of Bonita Springs, FL.
2. Homeowners Insurance Company.
3. Attorney, name not released.
4. David Fago, owner, Biohazard Abatement Solutions, Inc, 306 15 Avenue NW, Ruskin, FL 33570 – (813) 967-3685.

**Doc No: I0960493A**

**Issue: 38**

**06/17/2009**

06/15/2009 17:39:04

Name = [REDACTED]  
Address = [REDACTED]  
City = [REDACTED]  
State = [REDACTED]  
Zip = 3[REDACTED]  
Email = [REDACTED]  
Telephone = [REDACTED]  
Name of Victim's [REDACTED]  
Victim's [REDACTED]  
Victim's [REDACTED]  
Victim's [REDACTED]  
Victim's [REDACTED]  
Victim's [REDACTED]

Incident Description = My home, only 2 1/2 years old has been inspected and diagnosed with the China Wallboard problem. Already I have lost a \$ \$2000.00 TV and in time all appliances and AC will have to be replaced, as well as complete re-wiring. This will happen over again until this problem has been addressed and repaired. My health is being affected in the throat and pulmonary tract. I am staying in Indiana for the time being until I find a solution. My phone # here is [REDACTED], however my Florida number has been disconnected until further notice. My cell number is [REDACTED]. On my street are 7 other homes with this problem, all new. Neighbors have access to my home if necessary. Mail is being forwarded to Indiana.

Victim's age at time of incident = 79

Victim's sex = male

Date of incident = February 2009

Product involved = China Wall Board

Product brand name/manufacturer = unknown or Knauf

Manufacturer street address = unknown

Place where manufactured (City and State or Country) = China

Product model and serial number, manufacture date =

Product damaged, repaired or modified = yes

If yes, before or after the incident = before

Description of damage, repair or modification = Wallboard emitting sulphur gases

Date product purchased = 2006

Product involved still available = yes


Have you contacted the manufacturer = no

If not, do you plan to contact them = yes

Name Release = Release name to the manufacturer and public

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
\_\_\_\_\_  
Signature

07.3.09  
\_\_\_\_\_  
Date

☒

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.





1. Task Number 090817CBB1957		2. Investigator's ID 9102		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2009 05 08	5. Date Initiated YR MO DAY 2009 08 18		
6. Synopsis of Accident or Complaint UPC The family of four aged 16 to 53 began experiencing ill health effects after six months living in the home, from what they believed was Chinese drywall. The air conditioner and copper water supply lines showed minor discoloration. The family moved into the home in January of 2007.  <div style="text-align: right;">MFR/PRVLBR NOTIFIED COMMENTS: YES <input checked="" type="checkbox"/> NO <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input type="checkbox"/> EXCISIONS/FOIA EXS. ____; <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY WC 5/24/10</div>				
7. Location (Home, School, etc) 1 - HOME		8. City BOYTON BEACH		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 0381-Air Conditioner		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 45	13. Sex 2 - Female	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 68 - Poisoning	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 11 / 8	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 09/22/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Woodard, Dean; Blasius, Dennis; Rose, Blake; Trotta, Andrew; Khanna, Rohit; Matheson, Joanna			28. Source Document Number H0950047A	

This investigation was initiated by a complaint received by the U.S. Consumer Product Safety Commission.

The information contained in this investigation was supplied by the following sources:

1. An onsite interview with the female owner of the home on 8-18-2009.

Family Members:

Husband – 53 year old male  
Wife – 45 year old female  
Daughter – 19 year old female  
Son – 16 year old male

This incident involves health issues and possible copper and metal corrosion at the non seasonal home of the victims over an extended period of time as will be detailed later in this report which the owners believe were caused by contaminated Chinese drywall used in the construction of their home.



An engineering firm was hired by the CPSC to collect and conduct air and drywall sampling and examination at the home and the results will be provided to the consumer once completed.

The home was 5 bedrooms, 3 bathrooms new construction, 3800 square foot two story home in Boynton Beach, FL. The owner contacted the CPSC on 5-08-

2009. The Air Conditioner coils had not leaked Freon or had to be replaced so the incident date is being listed as when the family contacted the CPSC on 5-08-2009.

The home was a cinder block construction with metal studs for interior framing with wood trusses and probably wood framing around doors and windows. The home was built in late 2006 and the family moved into the home in January of 2007. The home is a two story home with lanai. The home has received no renovations or changes since the family moved into the home. The downstairs has tile floors and the upstairs common area and bedrooms have carpeting.

The family had been in excellent health and was not experiencing any ill health affects until about 9 months after having lived in the home.

The husband began experiencing headaches, itchy eyes and nose, skin irritations and some coughing and sore throat. He was unable to sleep at nights for unspecified reasons and had not had any of those problems before moving into the home.

The wife was having frequent headaches at least four times per week and would have to take three Advil's to combat the symptoms. She was also experiencing allergy sneezing, sore throats, dry eyes and coughing and a lack of being able to sleep well at nights.

The 16 year old male was having frequent headaches and difficulty sleeping at nights for unspecified reasons. The 19 year old female was not experiencing any ill effects.

All of the family would notice a quick lessening of the affects of the symptoms within 30 minutes to one hour after leaving the home. Most of the symptoms would abate soon after being out of the home however most of the symptoms would start up again by the next morning.

The wife indicated that the loft area of the second floor and the storage area under the stairs on the first floor had the worst odors. She described the odors as a "frying onion stale cooking odor," and was first noticed about five months after moving into the home and was especially noticeable in the rooms indicated previously and in closets or stale air areas of the home.

This investigator was only able to detect a slight sulfur odor in the upstairs and downstairs closet areas of the home. The home used to have air fresheners throughout the home but the husband wanted to see how the odors smelled without them. All of the air fresheners were removed except those in the bathrooms.

The only appliances that appeared to be affected in the home were the downstairs and upstairs televisions which were new to the home but were starting to fail by having picture distortion especially upon startup.

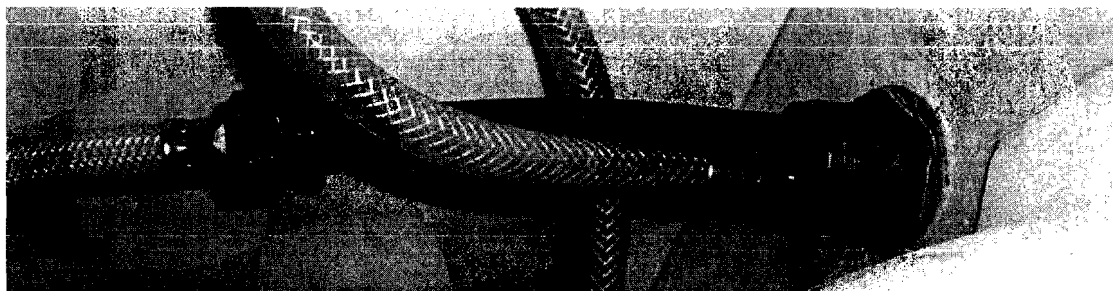
No other appliance or electrical problems were known by the consumer to be having problems. The two air conditioner coils of the home were turning black according to the consumer when they were examined by the builder in April of 2009. The builder examined the home for the presence of Chinese Drywall however he was non committal regarding the results and had not produced a report regarding his results for the consumer.

The coils for one Air Conditioner was examined and showed only minor discoloration. Copper water supply lines showed minor discoloration. Copper lines in the refrigerator showed only minor discoloration.

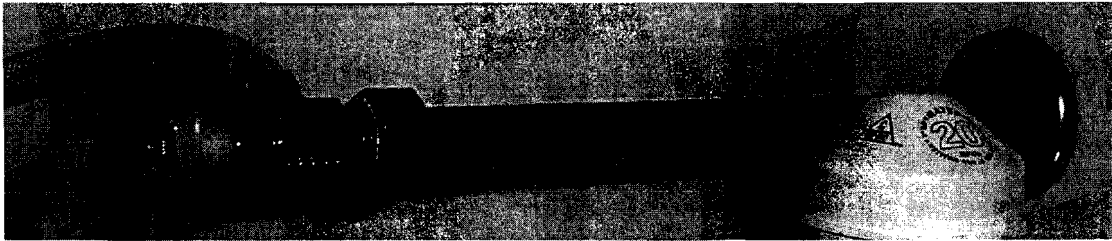


Photograph of minor AC coil discoloration

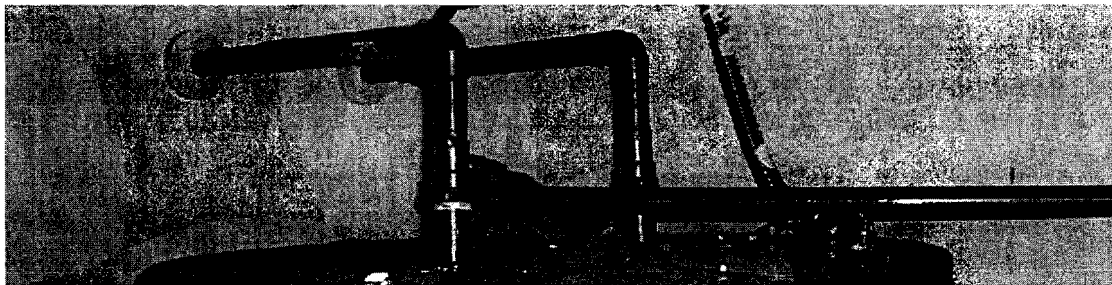
Photographs of the home and some of the usual items which should have showed corrosion are included in the photographs however most of the items showed minimal discoloration.



Photograph of minor copper water supply line discoloration.



Photograph of minor copper water supply line discoloration.



Photograph of minor copper water supply line discoloration.

The consumer indicated her permission to release her name with copies of this report.

**Product Information:**

**Product: Possible Chinese Drywall**  
**Manufacturer: Unknown**

**Builder:**  
**Northstar Homes**  
14901 Military Trail  
Delray Beach, FL 33484  
Phone 561-638-6270  
Fax 561-638-7458 |

**Drywall Subcontractor:**  
**Unknown**

**Drywall Supplier:**  
**Unknown**

**Attachments:**

Exhibit #1	Contacts
Exhibit #2	Photographs of the home (12)
Exhibit #3	Information on the builder

Contacts:

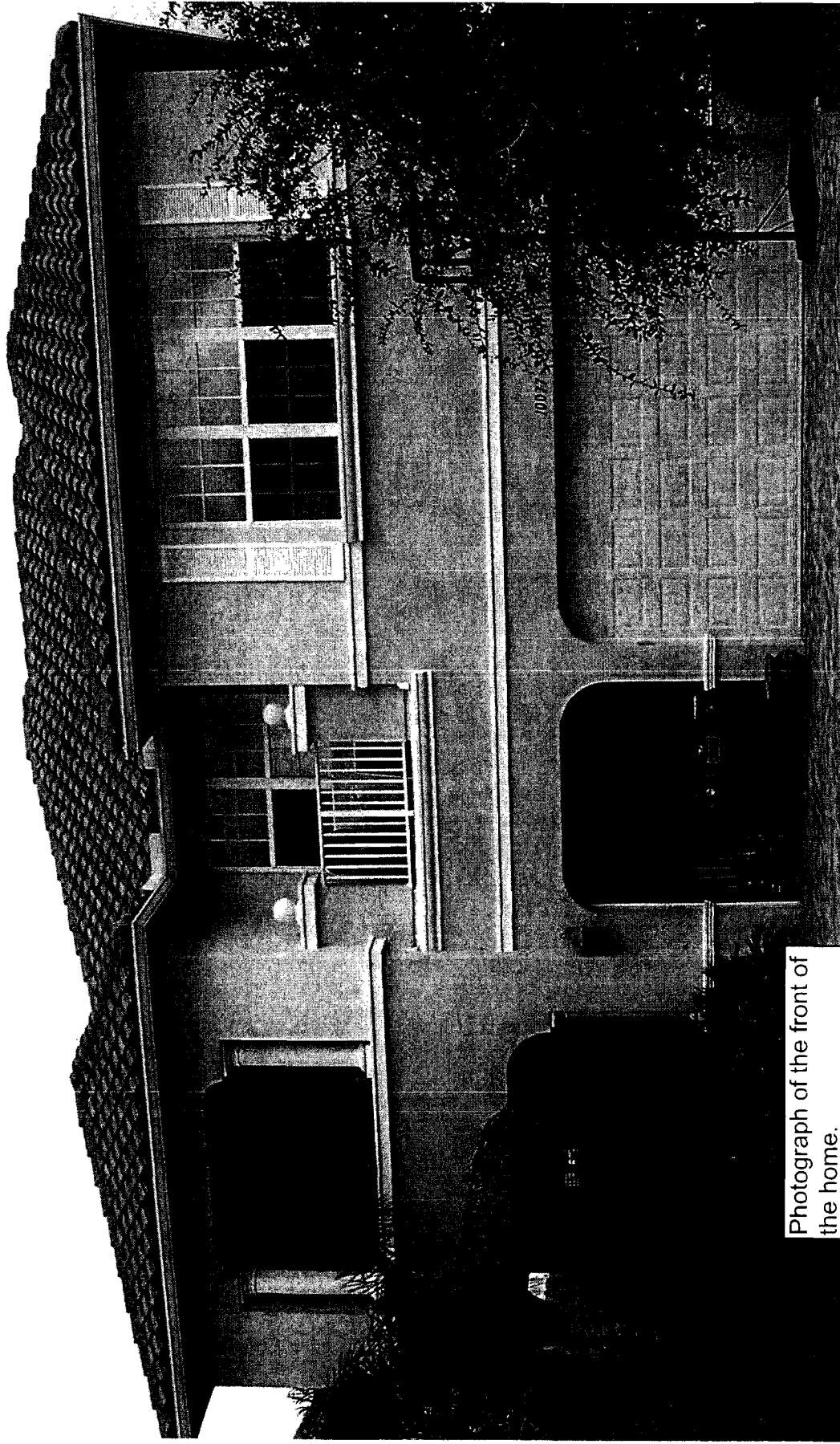
Betty Benzino (Complainant)

8-18-2009

10077 Cobblestone Creek Dr.

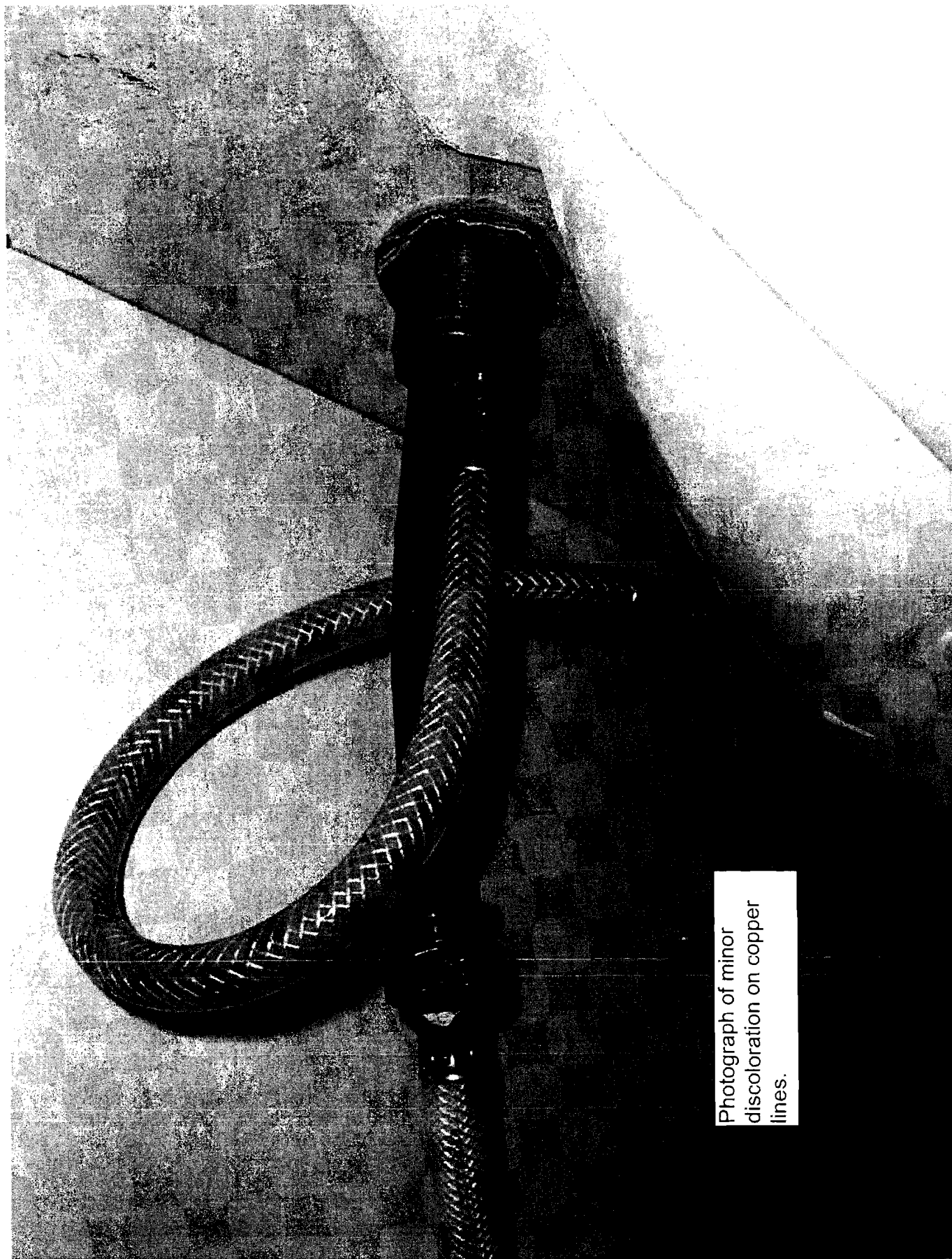
Boyton Beach, FL 33472

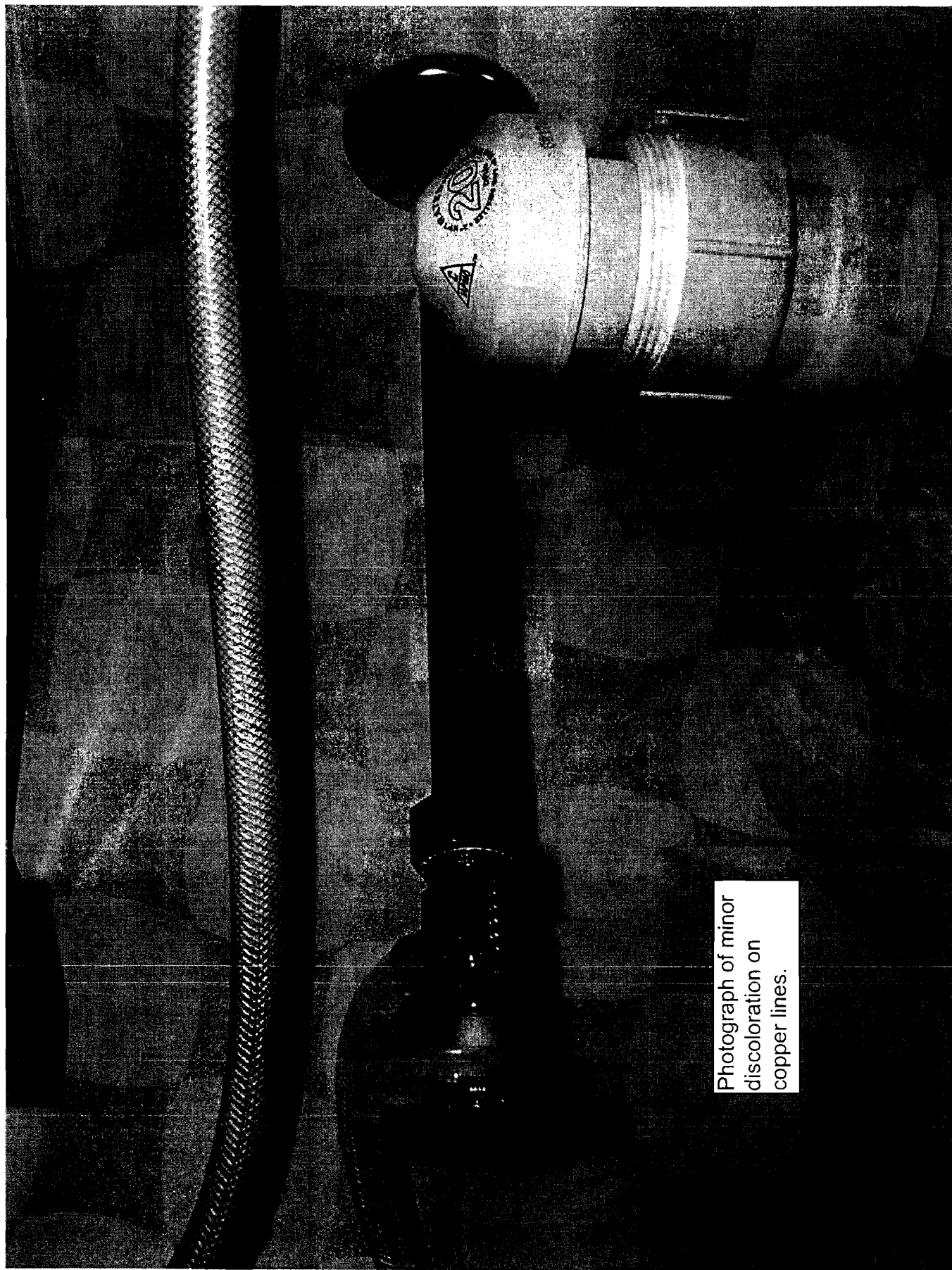
(561) 400-2196



Photograph of the front of the home.

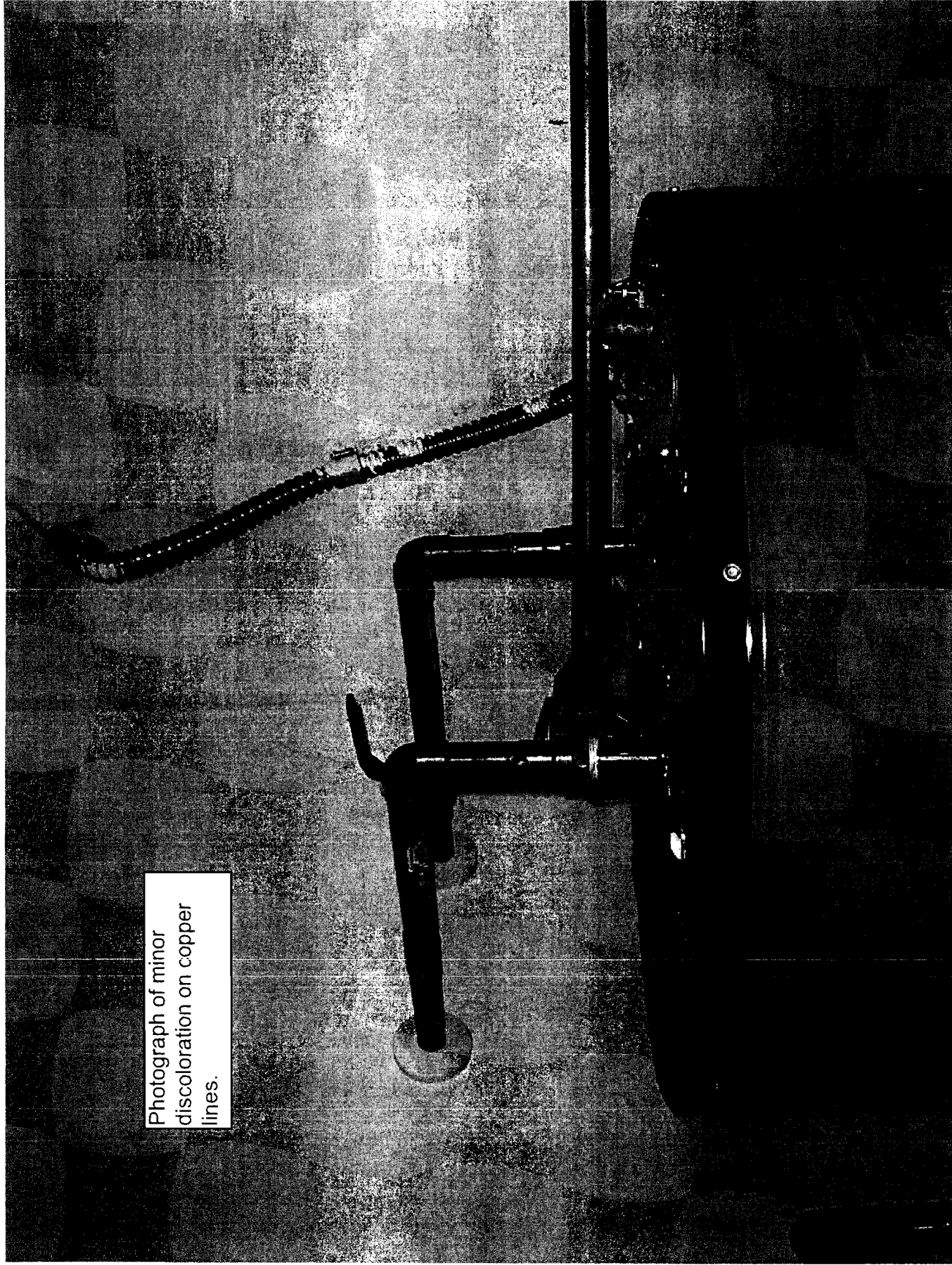


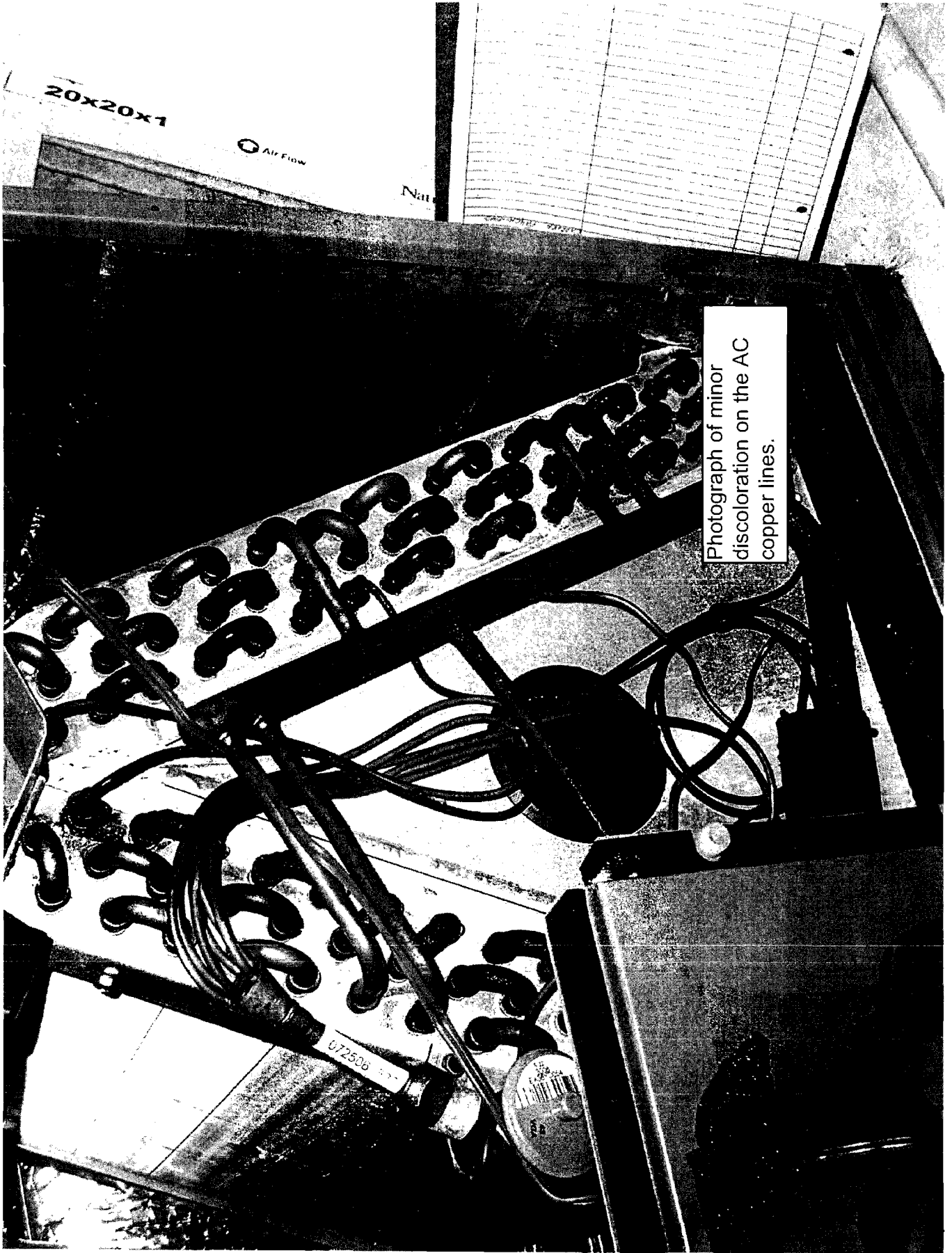




Photograph of minor  
discoloration on  
copper lines.

Photograph of minor  
discoloration on copper  
lines.





Photograph of minor  
discoloration on the AC  
copper lines.





Photograph of the homes Air  
Conditioner

A/C Labeling

PRODUCT NO.	FA4CNC042010AAAA
MODEL NO.	FA4CNC042
SERIAL NO.	3206A90248
VOLTS	208/230
MOTOR HP	1/2
MOTOR FLA	2.9
PHASE/HERTZ	1/60
TEST STATIC	20 IN. W.C.
REFRIGERANT 22	DESIGN PSIG 300



#### APPROVED ACCESSORIES

KFCEH**01H15	KFCEH**01H20	KFCEH**01N05	KFCEH**01C05
KFCEH**01N03	KFCEH**01C03	KFCEH**01N09	KFCEH**01N10
KFCEH**01C10	KFCEH**01F15	KFCEH**01C15	KFCEH**01315
KFCEH**01318	KFCEH**01F20	KFCEH**01C20	

\*\* - NUMERIC

#### ELECTRICAL INFORMATION FOR THIS UNIT

FOR FIELD INSTALLED ELECTRIC HEATERS APPLY ELECTRICAL INFORMATION  
PLATE SUPPLIED WITH HEATER IN THIS BLOCK.

##### SINGLE SUPPLY CIRCUIT

L1 L2 HEATER AMPS 36.2/40.0 MIN. AMPACITY 48.9/53.6  
MAX. OVERCUR. PROTECTION 50/60

##### DUAL SUPPLY CIRCUIT

L1 L2 HEATER AMPS N/A MIN. AMPACITY N/A  
MAX. OVERCUR. PROTECTION N/A  
L3 L4 HEATER AMPS N/A MIN. AMPACITY N/A  
MAX. OVERCUR. PROTECTION N/A

HEAT PAKK INSTALLED MKFCEH1301D10

UNIT HAS INTEGRAL LIMIT CONTROL. MAX. OUTLET TEMP. 200F  
MOTOR THERMALLY PROTECTED.  
SEE INSTALLATION INSTRUCTIONS FOR SPECIFIC INSTALLATION REQUIREMENTS AND  
APPROVED ACCESSORY KIT INFORMATION.  
MAX. VOLTAGE TO GROUND OF SUPPLY CIRCUIT NOT TO EXCEED 120 VOLTS IF HEATER  
HAS CIRCUIT BREAKER CONTROL.  
FOR COOLING ONLY EXCEPT WHEN INSTALLED AS PART OF A LISTED HEAT PUMP.  
APPROVED HEATERS MFG'D BY CAC/BDP, INDIANAPOLIS, IN  
CLEARANCE TO COMBUSTIBLE MATERIALS TO BE 0" FOR CASING, PLENUM AND DUCT FOR  
UNITS WITH 0 TO 15KW HEATERS.  
FOR UNITS WITH HEATERS 20KW AND ABOVE, CLEARANCE TO COMBUSTIBLE MATERIAL IS  
1" FOR CASING AND 1" FOR FIRST 36" OF PLENUM AND DUCT.

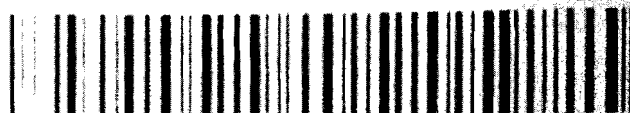
#### CAUTION

METERING DEVICE FOR THIS COIL MUST  
MATCH THAT SHOWN ON OUTDOOR UNIT  
RATING PLATE. REPLACE IF NECESSARY.  
THIS UNIT IS EQUIPPED WITH METERING DEVICE:

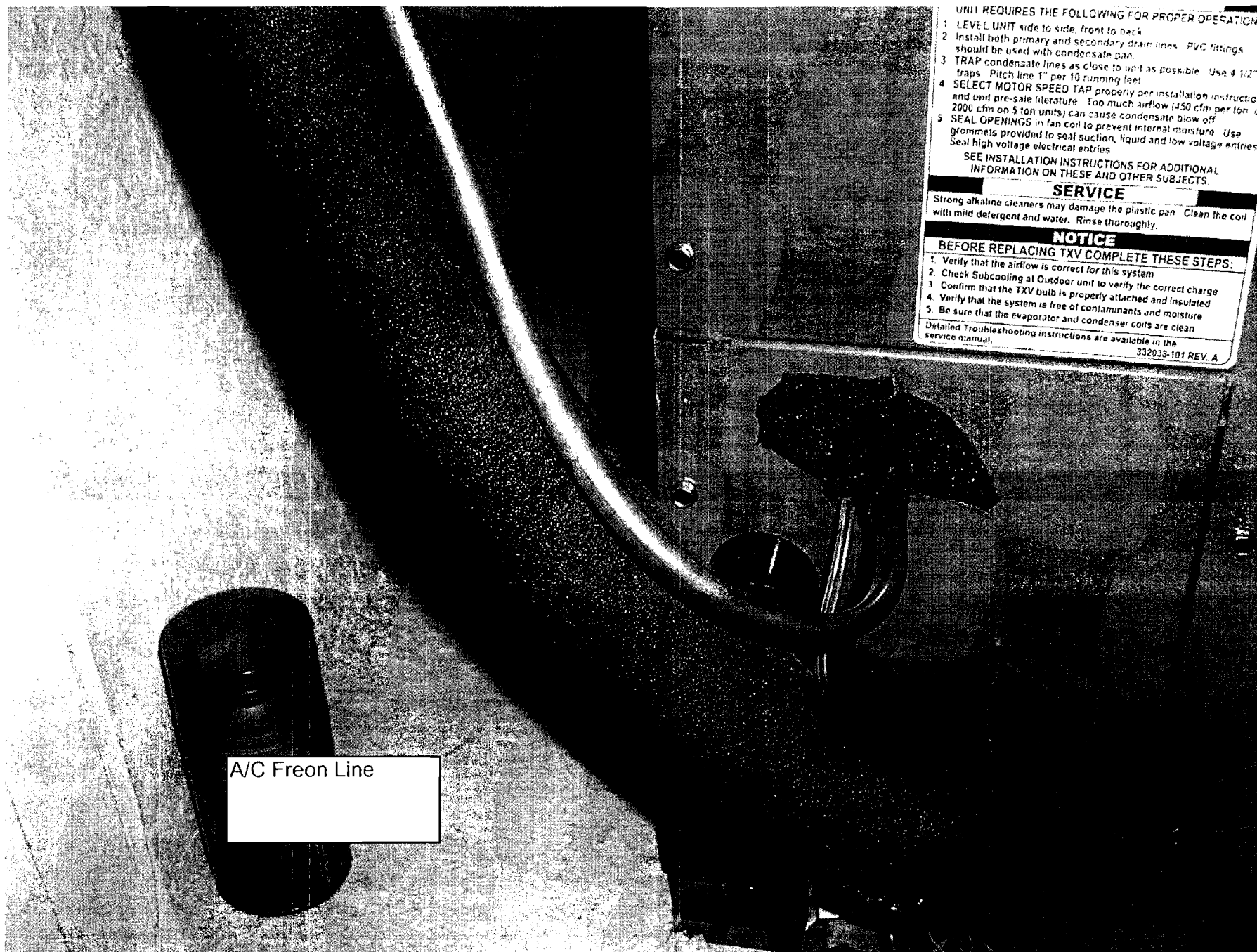
TXV



Model Number FA4CNC042010AAAA



Serial Number 3206A90248



**UNIT REQUIRES THE FOLLOWING FOR PROPER OPERATION**

1. LEVEL UNIT side to side, front to back
  2. Install both primary and secondary drain lines. PVC fittings should be used with condensate pan.
  3. TRAP condensate lines as close to unit as possible. Use 1/2" traps. Pitch line 1" per 10 running feet.
  4. SELECT MOTOR SPEED TAP properly per installation instructions and unit pre-sale literature. Too much airflow (450 cfm per ton or 2000 cfm on 5 ton units) can cause condensate blow off.
  5. SEAL OPENINGS in fan coil to prevent internal moisture. Use grommets provided to seal suction, liquid and low voltage entries. Seal high voltage electrical entries.
- SEE INSTALLATION INSTRUCTIONS FOR ADDITIONAL INFORMATION ON THESE AND OTHER SUBJECTS.

**SERVICE**

Strong alkaline cleaners may damage the plastic pan. Clean the coil with mild detergent and water. Rinse thoroughly.

**NOTICE**

**BEFORE REPLACING TXV COMPLETE THESE STEPS:**

1. Verify that the airflow is correct for this system.
2. Check Subcooling at Outdoor unit to verify the correct charge.
3. Confirm that the TXV bulb is properly attached and insulated.
4. Verify that the system is free of contaminants and moisture.
5. Be sure that the evaporator and condenser coils are clean.

Detailed Troubleshooting instructions are available in the service manual.

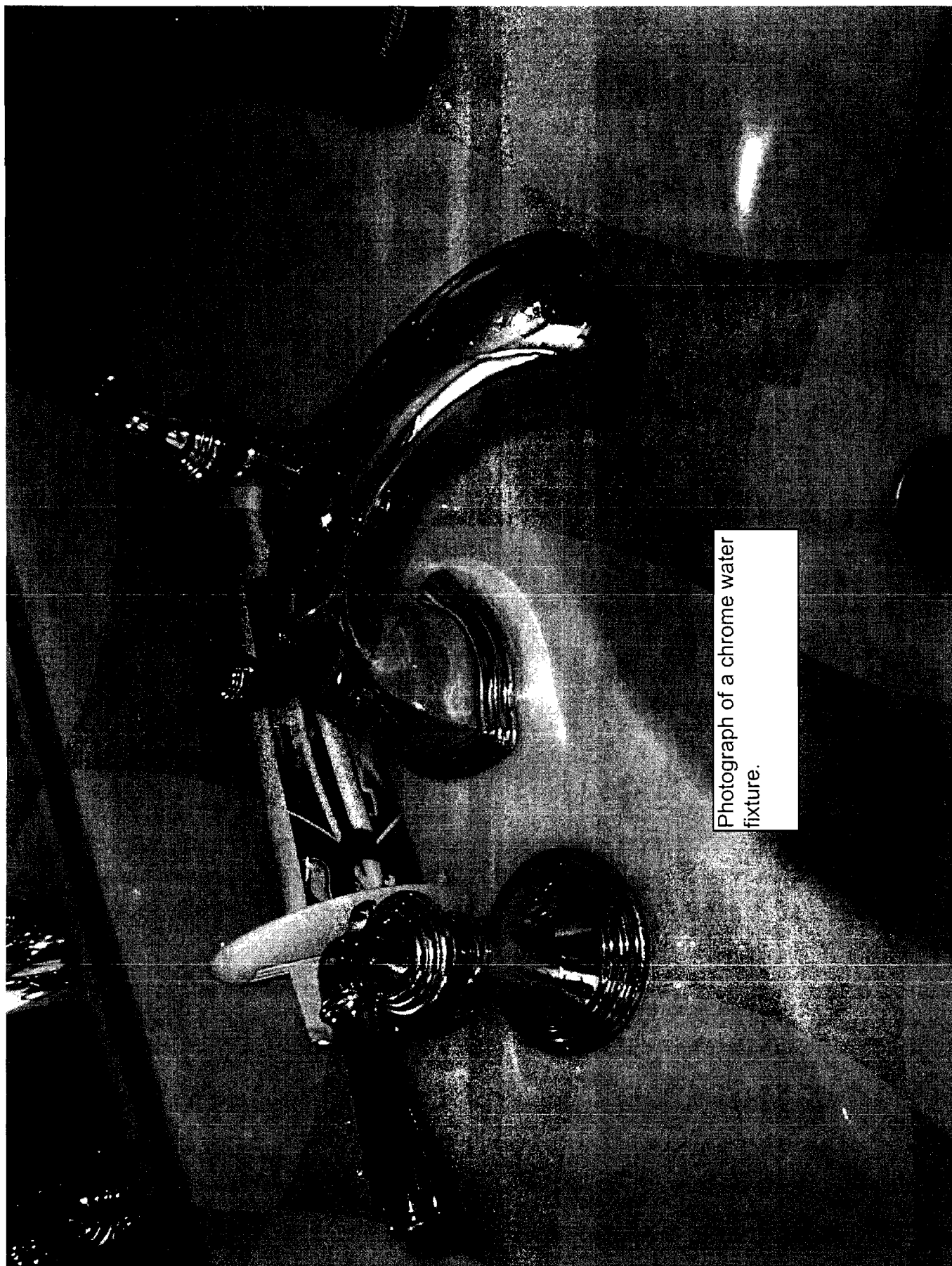
332038-101 REV. A

A/C Freon Line



Photograph of the interior  
of the home.

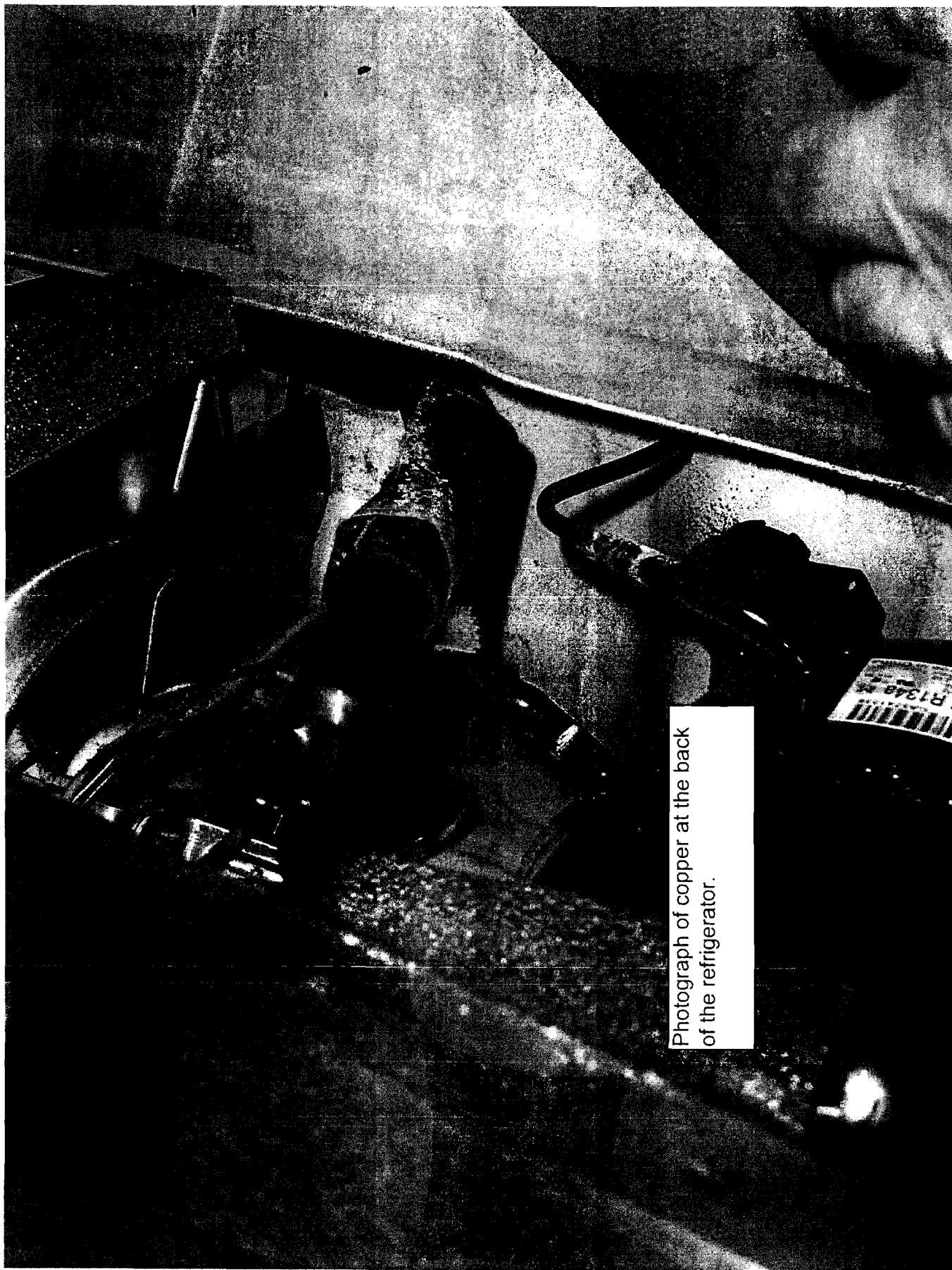




Photograph of a chrome water  
fixture.



Photograph of copper  
wiring to an electrical  
outlet.



Photograph of copper at the back  
of the refrigerator.



## Building Dreams ~ Surpassing Expectations

Home  
Communities  
The Northstar Difference  
Build Your Own Floorplan  
Customer Care  
Press Room  
Immediate Delivery Homes



### THE NORTHSTAR DIFFERENCE

Since our inception over two decades ago, Northstar Homes has remained steadfastly committed to creating distinctive homes, unsurpassed lifestyles and customer care. David Ettinger and Scott Worley, the principals of Northstar Homes, recognize the importance of quality home building and, with that understanding, have successfully made Northstar Homes a leader in home building thousands of distinctive residences

At Northstar Homes, homebuilding isn't just a business. It's a craft. In the centuries-old tradition of building, Northstar Homes forges each new home from the ground up with meticulous attention to every detail. From concrete and mortar, stone, wood and steel, we create unique homes with the timeless beauty and exceptional quality only a true craftsman can build. And like a true craftsman, we are committed to building homes that will endure for generations to come.

We believe in creating a lifestyle for our homeowners as well. Understanding that homebuyers are looking for more than just a nice home, we are in the forefront of designing communities that offer spectacular lifestyles with amenities such as well-appointed clubhouses, tennis courts, swimming pools, playgrounds and fully equipped fitness centers.

At Northstar Homes, we pride ourselves on consistently offering homebuyers the very best in customer care and service. We believe that it is our responsibility to make our customer's homebuilding experience a pleasant one, from beginning to end. Our customer care representatives are dedicated to ensuring each customer's complete satisfaction throughout the homebuilding process.

From quality homebuilding to unsurpassed lifestyles to superior customer care, Northstar Homes is committed to building dreams and exceeding expectations - one customer at a time.

Northstar Homes | 14901 Military Trail | Delray Beach, FL 33484  
Phone 561-638-6270 | Fax 561-638-7458 | Contact Us  
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## CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1.NAME OF RESPONDENT Bat-El (Betty) Benzino	2.PHONE NO. (HOME) (WORK) 561-400-2196 unknown
3.STREET ADDRESS 10077 Cobblestone Creek Dr.	4.CITY ST ZIPCODE Boynton Beach FL 33472
4a.EMAIL ADDRESS batelb@aol.com	4b.INCIDENT CITY ST ZIPCODE Boynton Beach FL 33472

## 5.DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES

The consumer said she and her family have experience more frequent cold symptoms than usual since moving into the home. This  
- cont -

6. DATE OF INCIDENT(S) 04/15/2009	7.IF INJURY OR NEAR MISS, OBTAIN AGE/SEX 21 Y/F AND DESCRIBE INJURY difficulty breathing	8.IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME not given RELATIONSHIP daughter
--------------------------------------	---	--

9.DESCRPTION OF PRODUCT Chinese drywall	10.BRAND NAME unknown
--	--------------------------

11.MFR/DISTRIBUTOR NAME, ADDR. & PHONE unknown ISSUE 32 unknown 05/08/2009	12.MODEL, SERIAL #'s, DATE OF MFR unknown 13.DEALER'S NAME, ADDRESS & PHONE North Star Homes unknown Boynton Beach, FL unavailable
--	--

14.WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES IF YES, BEFORE OR AFTER THE INCIDENT? AFTER DESCRIBE: See narrative	15.PRODUCT PURCHASED NEW DATE PURCHASED 12/01/2006 AGE 2 Y 16.DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: None pertaining to the problem
--	---

17.HAVE YOU CONTACTED THE MANUFACTURER? YES IF NOT, DO YOU PLAN TO CONTACT THEM?	18.IS THE PRODUCT STILL AVAILABLE? YES IF NOT, ITS DISPOSITION	19.MAY WE USE YOUR NAME WITH THIS REPORT? YES
---	---	--

## FOR ADMINISTRATION USE

20.DATE RECEIVED 05/07/2009	21.RECEIVED BY (NAME & OFFICE) mlj/HL	22.DOCUMENT NO. H0950047A
23.FOLLOW-UP ACTION	24.PRODUCT CODE(S) 1876	
25.DISTRIBUTION	26.ENDORSER'S NAME & TITLE mlj 05/07/2009	

## CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

H0950047A

## Narrative Continued

started within 6 months of them moving into the home. They actually moved into the home in January 2007.

The consumer has a daughter in college, who is allergic. When her daughter comes home, she experiences difficulty breathing. Therefore, her daughter does not come home as often as she could

The A/C coils are blackened. The builder came over and opened the back of the refrigerator. The back portion had begun to change color, but it had not turned completely black as of yet.

The consumer noted that they have lived in ~~the~~ Florida climate ~~and~~ most of their life, so it is not as if they change climates. They simply changed homes and the symptoms began to occur.

Vict #	Sex	Age	Name	Relationship
2	M	53 Y	Haim	husband
3	F	45 Y	self	self
4	F	21 Y	not given	daughter
5	M	15 Y	not given	son

Vict #	Victim Injury Description
2	unable to sleep at night, frequent cold symptoms
3	frequent headaches and frequent cold symptoms
4	headaches and frequent cold symptoms - Asthma
5	headaches and frequent cold symptoms

Distributor Phone #:

CPSC Source: WOM

we, most likely, have Chinese Drywall.

## CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

H0950047A

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**Narrative Continued**

---

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The consumer has a daughter in college, who is allergic. When her daughter comes home, she experiences difficulty breathing. Therefore, her daughter does not come home as often as she could

The A/C coils are blackened. The builder came over and opened the back of the refrigerator. The back portion had begun to change color, but it had not turned completely black as of yet.

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Vict #	Sex	Age	Name	Relationship
2	M	53 Y	Haim	husband
3	F	45 Y	self	self
4	F	19 Y	not given	daughter
5	M	15 Y	not given	son

Vict #	Victim Injury Description
2	unable to sleep at night, frequent cold symptoms
3	frequent headaches and frequent cold symptoms
4	headaches and frequent cold symptoms
5	headaches and frequent cold symptoms

---

**Distributor Phone #:**

---

---

**CPSC Source:** WOM

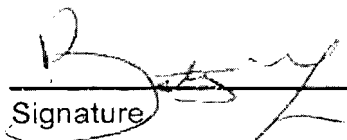
---

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

We, most likely, have changed Orville

I would like to have my house inspected.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

      5/13/09  
Signature      Date

- ☐ I request that you do not release my name.
- ☐ You may release my name to the manufacturer but I request that you not release it to the general public.
- ☒ You may release my name to the manufacturer and to the public.





1. Task Number 090817CBB1958		2. Investigator's ID 2248		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2009 03 28	5. Date Initiated YR MO DAY 2009 08 17		
6. Synopsis of Accident or Complaint      UPC <p>The consumer, her husband and 2 children moved into a new home in August 2006. It was reported that Chinese drywall in the home has caused several health issues. Appliances have ceased to function. Blackening and discoloration of copper pipes and metal fixtures throughout the home have been observed. Corrosion within AC units is evident.</p> <p style="text-align: right;"> <b>MFR/PRVLBR NOTIFIED</b>            COMMENTS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED  <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS. <u>6,235</u> <i>ux</i>  <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY <u>12/1/10</u> </p>				
7. Location (Home, School, etc) 1 - HOME		8. City BOYNTON BEACH		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 39		13. Sex 2 - Female		14. Disposition 0 - No Injury
15. Injury Diagnosis 70 - No Injury		16. Body Part(s) Involved 99 - NO INJURY		17. Respondent 1 - Victim/Complainant
18. Type of Investigation 1 - On-Site		19. Time Spent (Operational / Travel) 18 / 3		
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 08/30/2009		25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius
27. Distribution Blasius, Dennis; Woodard, Dean; Trotta, Andrew; Rose, Blake; Matheson, Joanna; Khanna, Rohit			28. Source Document Number I0950409A	

090817CBB1958

This in-depth-investigation was initiated as follow-up to a consumer complaint reporting that a consumer and her family moved into a home constructed with Chinese drywall. The family has had health problems and several appliances replaced. Air conditioning coils need replacement as well. It was further reported that the family smelled fire, probably coming from corroded wiring in the walls. The family is no longer residing in the home.

Information contained in this investigation was obtained from the consumer during an on-site visit to the home. During this visit, the consumer signed an authorization to release name form (see Exh. 2). The consumer also agreed to participate in a drywall air sampling study (see release forms attached, Exh. 3 and 4).

The home is a 4091 square foot 2-story single family home with 6 bedrooms and 3 bathrooms, made with metal studs and tiled throughout. It was purchased new in August of 2006. The home is occupied by the consumer, her husband, and two children. The family moved into the home in August of 2006. No modifications, alterations or additions were made to the home. The interior walls were painted prior to the move. No drywall has been replaced.

The consumer reported that from the moment she moved in, an unidentified odor was always present in the home. This odor was attributed to the smell of new construction or building materials. As a result the consumer continuously burned candles and purchased air fresheners in an attempt to mask the odor. The odor persists presently and is described by the consumer as the smell of burning metal.

The consumer also reported that on 3 separate occasions both she and her children smelled burning. No smoke or fire was ever observed.

The consumer also reported that as early as August of 2006, the whole family began to feel ill. The following is a list of physical symptoms felt by each member of the family:

**Health Effects:**

***Adult, female (39) - headaches, sinus congestion, watery eyes, scratchy throat, insomnia.***

***Adult, male (41) – headaches, sinus congestion, watery eyes, insomnia.***

***Child, female (13) – headaches, watery eyes, nose bleeds, insomnia.***

***Child, male (12) – headaches, watery eyes, nose bleeds, insomnia***

The consumer confirmed that all symptoms mentioned above are felt at all times while inside the home. A chronological list of the children's doctor visits is shown in Exhibit 5. The consumer was concerned about her daughter's extreme headaches and sought the opinion of her pediatrician. It was also reported that no one in the family had ever suffered from insomnia until they moved into this home. The family pet was reported to have suffered from frequent urination all throughout the house and unexplained persistent barking.

The consumer reports that several appliances have been damaged. The following is a list of damaged appliances and their current conditions:

**Appliances:**

**2 Air conditioners** – rotted coils and copper, no longer cooling, not yet replaced.

**Microwave** – motherboard replaced by manufacturer in 2006, currently working.

**Intercom** – fixed 3 times (still not working).

**Stove** – replaced motherboard in 2008, currently working.

**Samsung 51' Television** – replaced motherboard, March 2009, currently working.

**08' Dell Computer** - replaced motherboard, March 2009.

**3 Comcast cable boxes** - replaced

According to the consumer, there has been no fire or smoke in the home. Flickering lights were neither observed nor reported. The consumer is unaware if any of the outlets in the home are non-functional. Some smoke detectors have sounded at times, but for no apparent reasons, even after their batteries were replaced.

Shower heads were observed with discoloration. Corrosion and rust was observed within the air conditioning units (see Exh. 6, pgs.10-15). Evidence of tarnishing was observed on jewelry as well (see Exh. 6, pg. 16).

**Contact with Builder**

On March 28, 2009, after 1 and ½ years of unexplained headaches and broken appliances along with the continued unidentifiable odor, the consumer found out that her home may have been built with Chinese drywall. On April 3, 2009, the family moved out of the home.

The consumer has made numerous calls to the builder. To date, messages have not been returned. It is suspected that the builder may be avoiding contact with the homeowners affected by the Chinese drywall.

At this time the consumer is no longer living in the home and has rented another property in the area. The consumer is concerned over the uncertainty of the future and explained that the situation has caused an unexpected financial burden. The consumer continued to express concerns over current and long-term health effects. However, she is pleased to report that since they moved out, all symptoms are no longer being felt and even the dog's odd behavior has ceased.

This investigator conducted an internet search of the building company's website and results are included in Exhibit 7.

An internet search of the residence county property information was conducted and results are shown in Exhibit 8.

090817CBB1958

**Investigator Observations**

During this visit this investigator detected an odor which appeared to smell like burning metal. The odor was present inside and just outside the front and back doors as well. Shortly thereafter, this investigator experienced a headache and scratchy throat. This persisted throughout the interview and did not cease until about an hour after being out of the home.

**PRODUCT INFORMATION**

**The product is suspected to be Chinese drywall. No product identification could be obtained.**

**ATTACHMENTS**

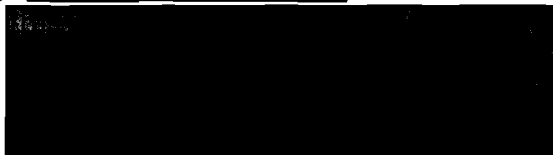
<u>EXHIBIT 1</u>	Contact Sheet
<u>EXHIBIT 2</u>	Authorization to Release Name Form
<u>EXHIBIT 3</u>	Initial In-Home Release Form (for drywall air sampling)
<u>EXHIBIT 4</u>	Final Waiver & Liability Release Form
<u>EXHIBIT 5</u>	"Pediatric Associates" Children's Chronological Medical Appt's
<u>EXHIBIT 6</u>	Photographs
<u>EXHIBIT 7</u>	Builder's Website Information
<u>EXHIBIT 8</u>	Palm Beach County Property Information

**EXHIBIT 1**

**CONTACT SHEET**

**RESPONDENTS**

**1) Consumer/Complainant**



# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



I request that you do not release my name. My identity is to remain confidential.



You may release my name to the manufacturer but I request that you do not release it to the general public.

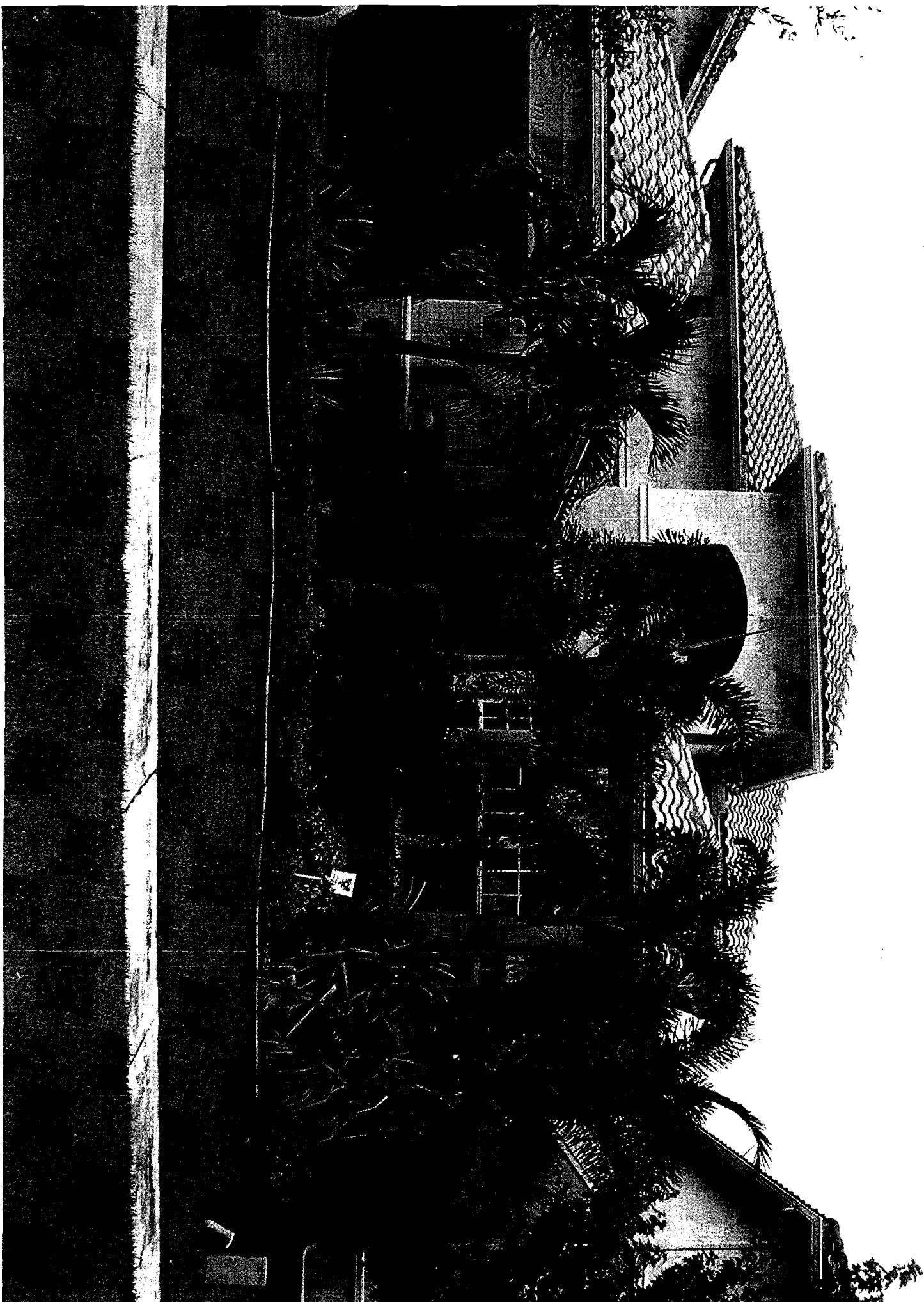


You may release my name to the manufacturer and to the public.

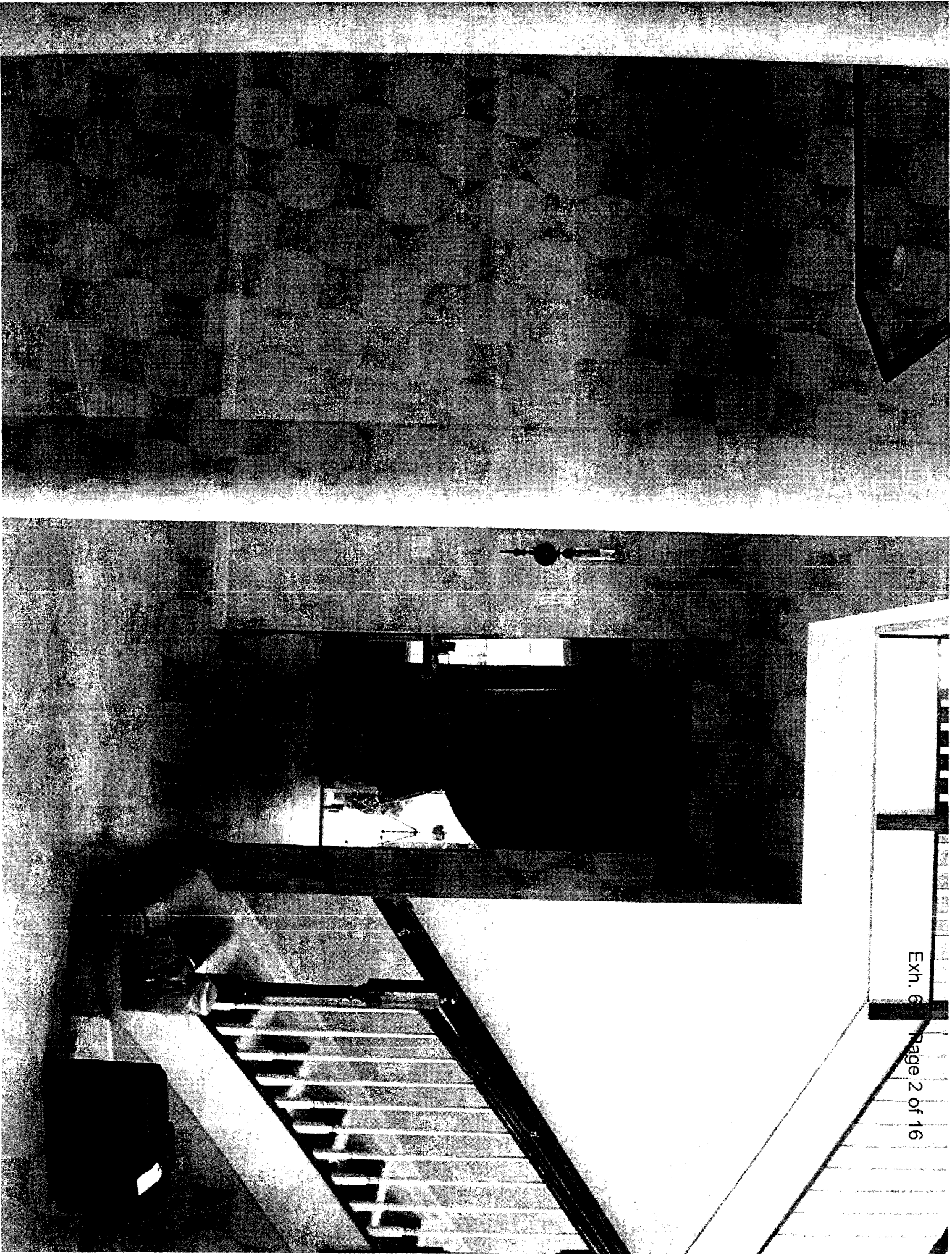
[Redacted Signature]

(Signature)

8/19/07  
(Date)



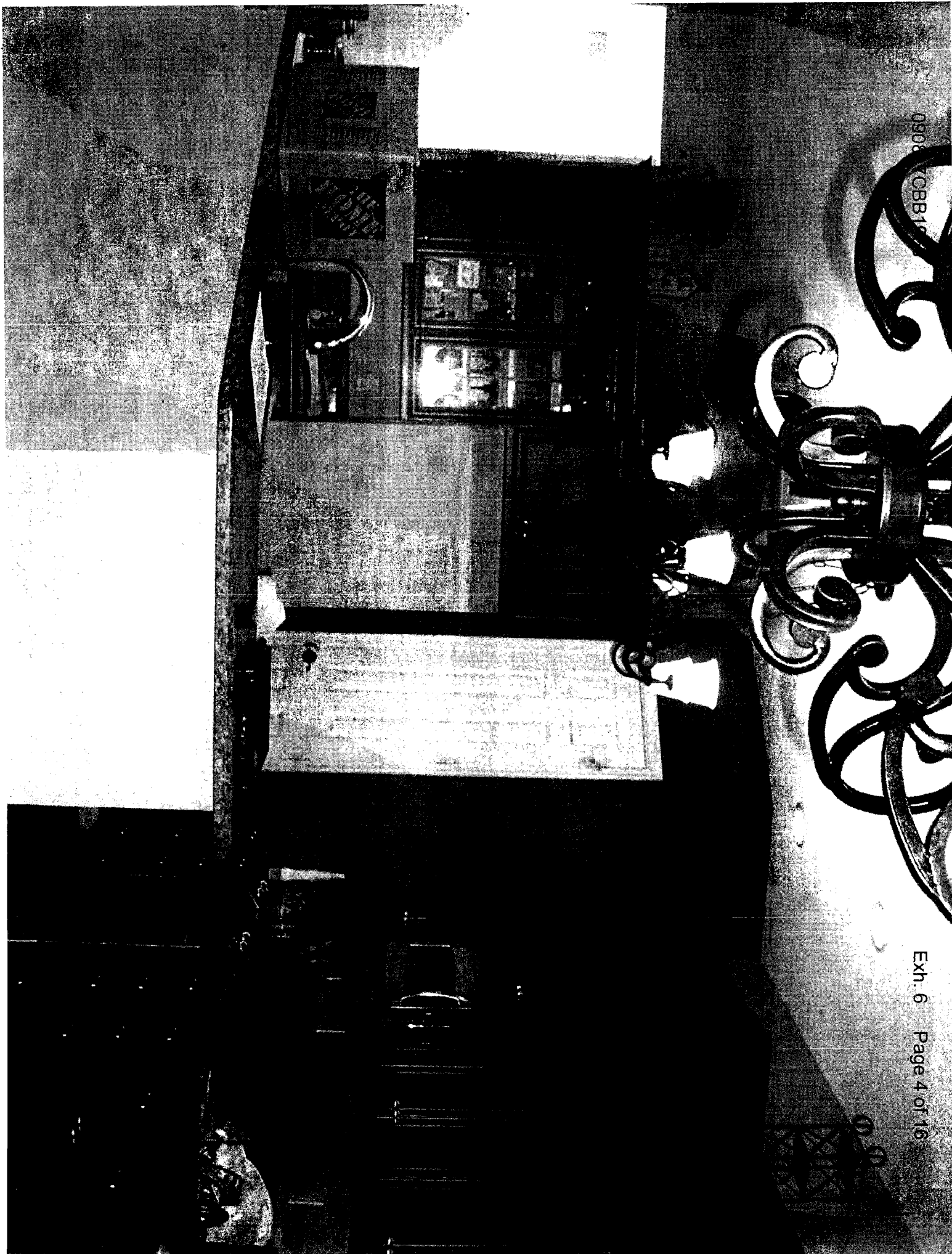




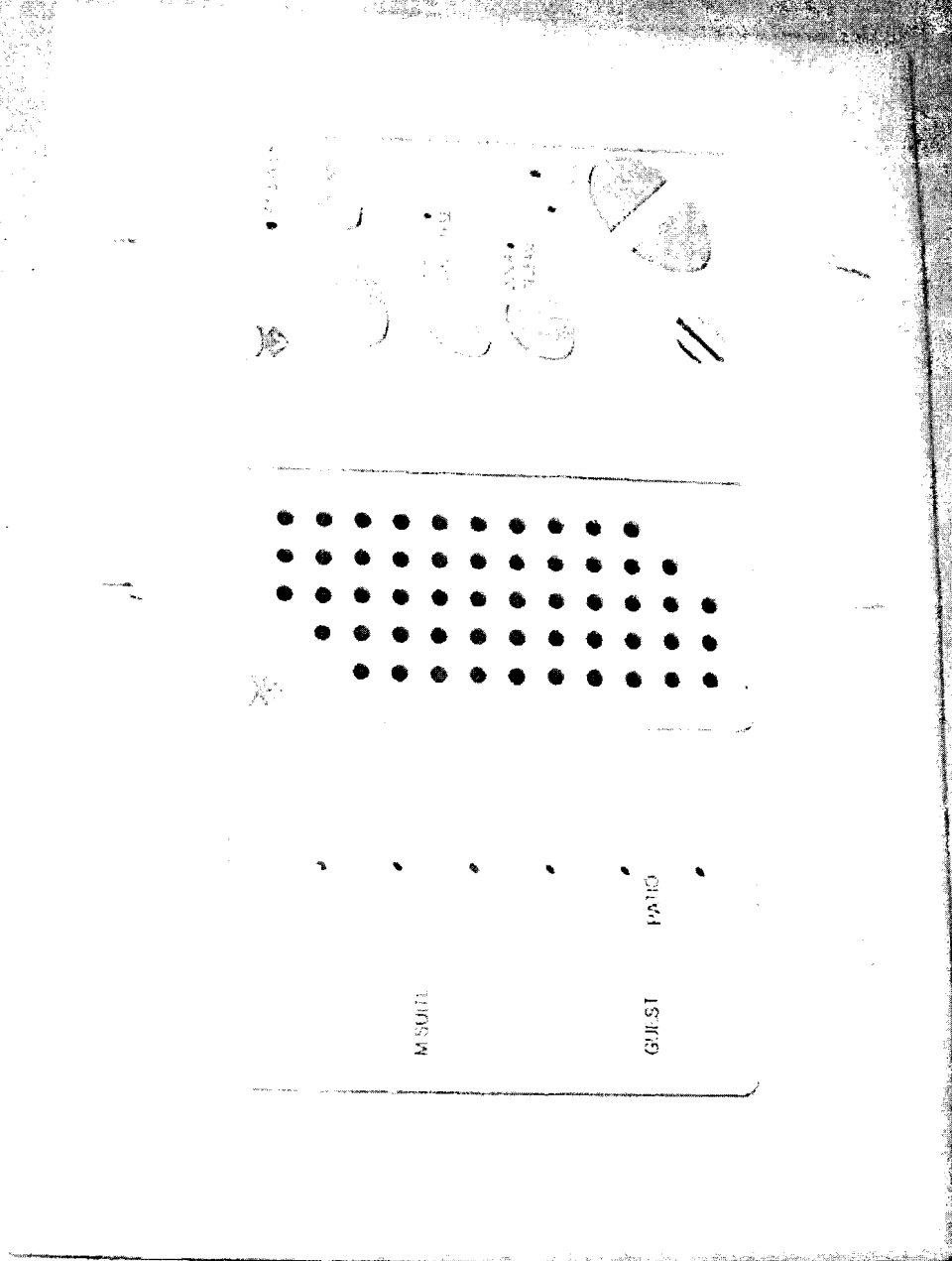


09087CGBB19

Exh. 6 Page 4 of 16



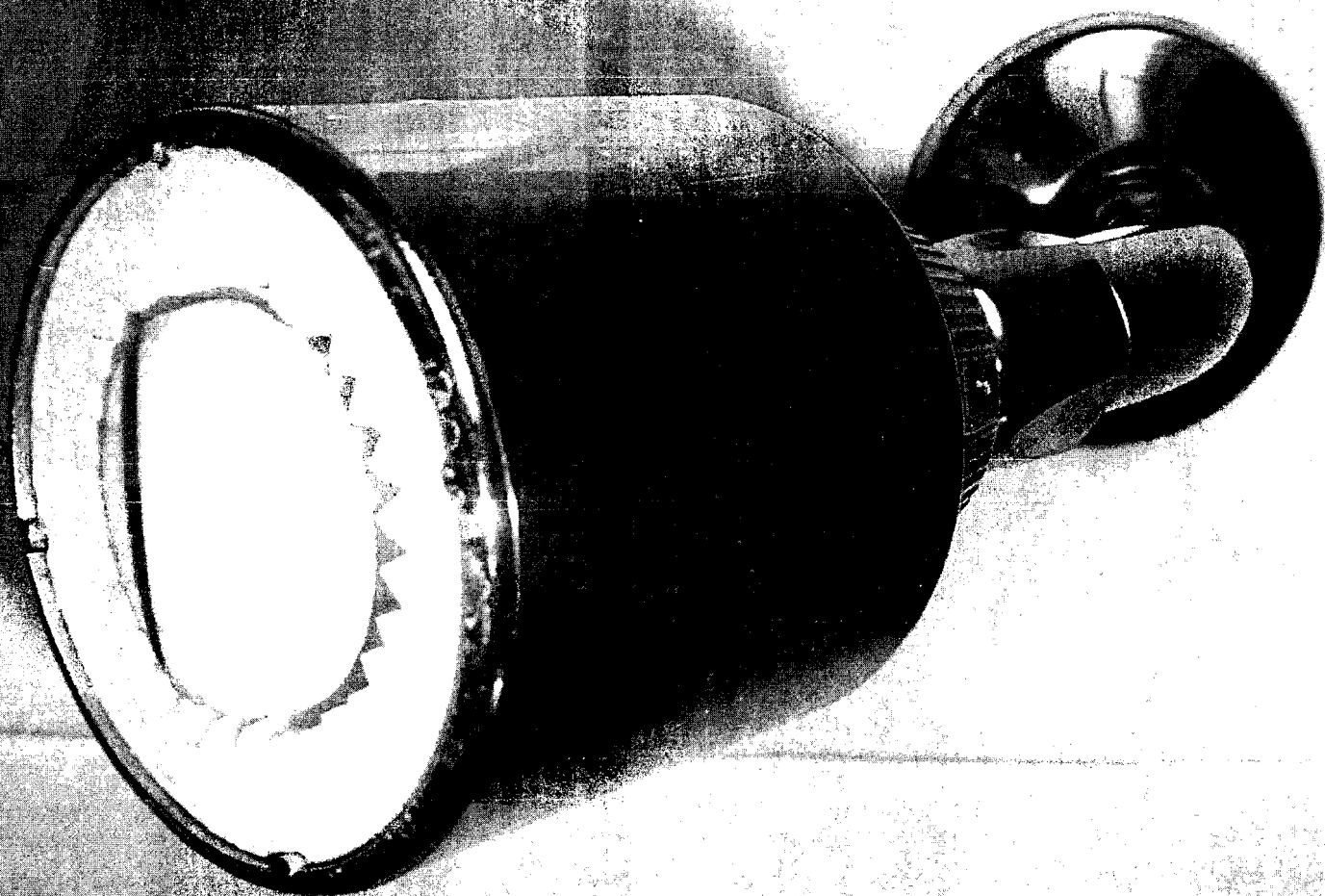






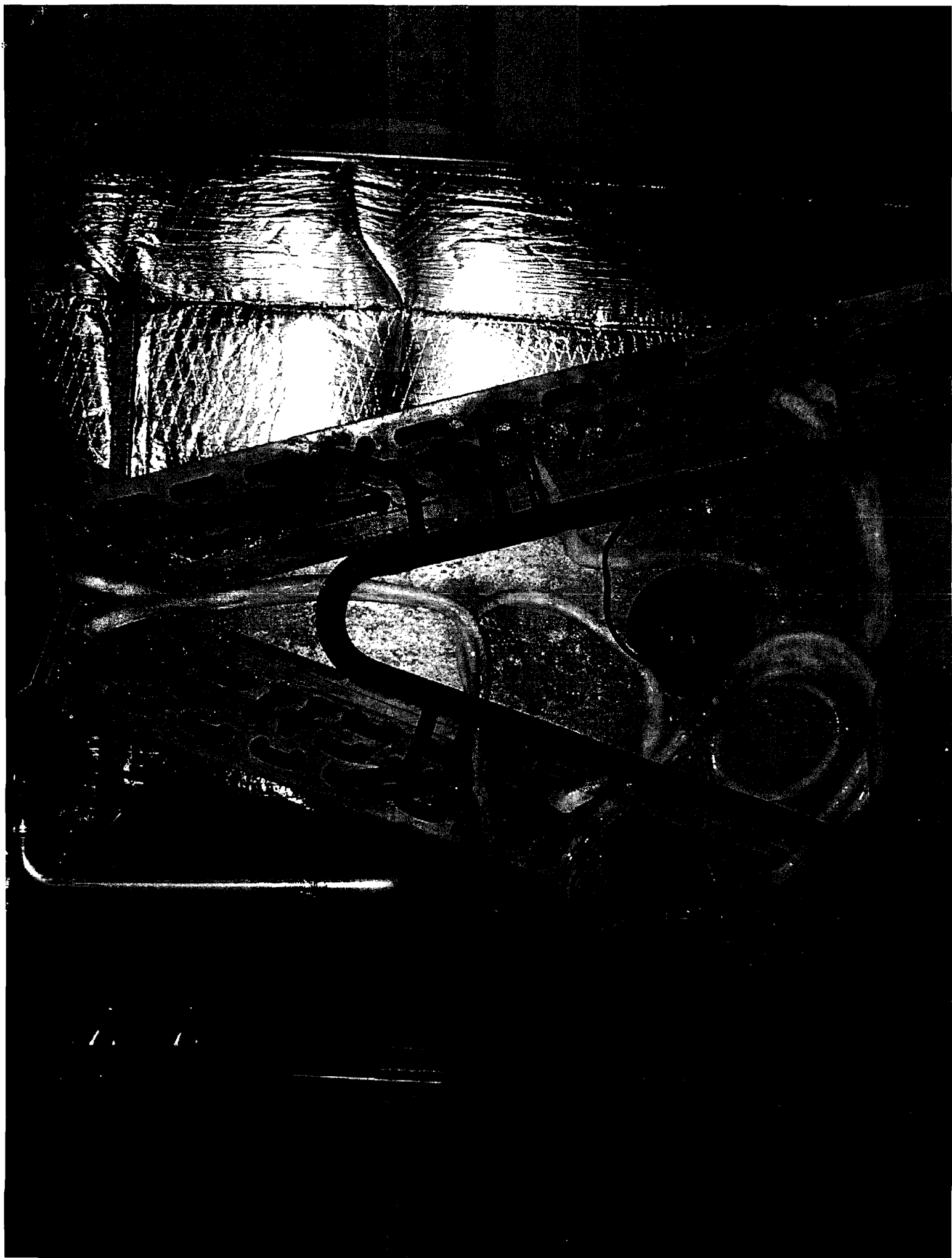


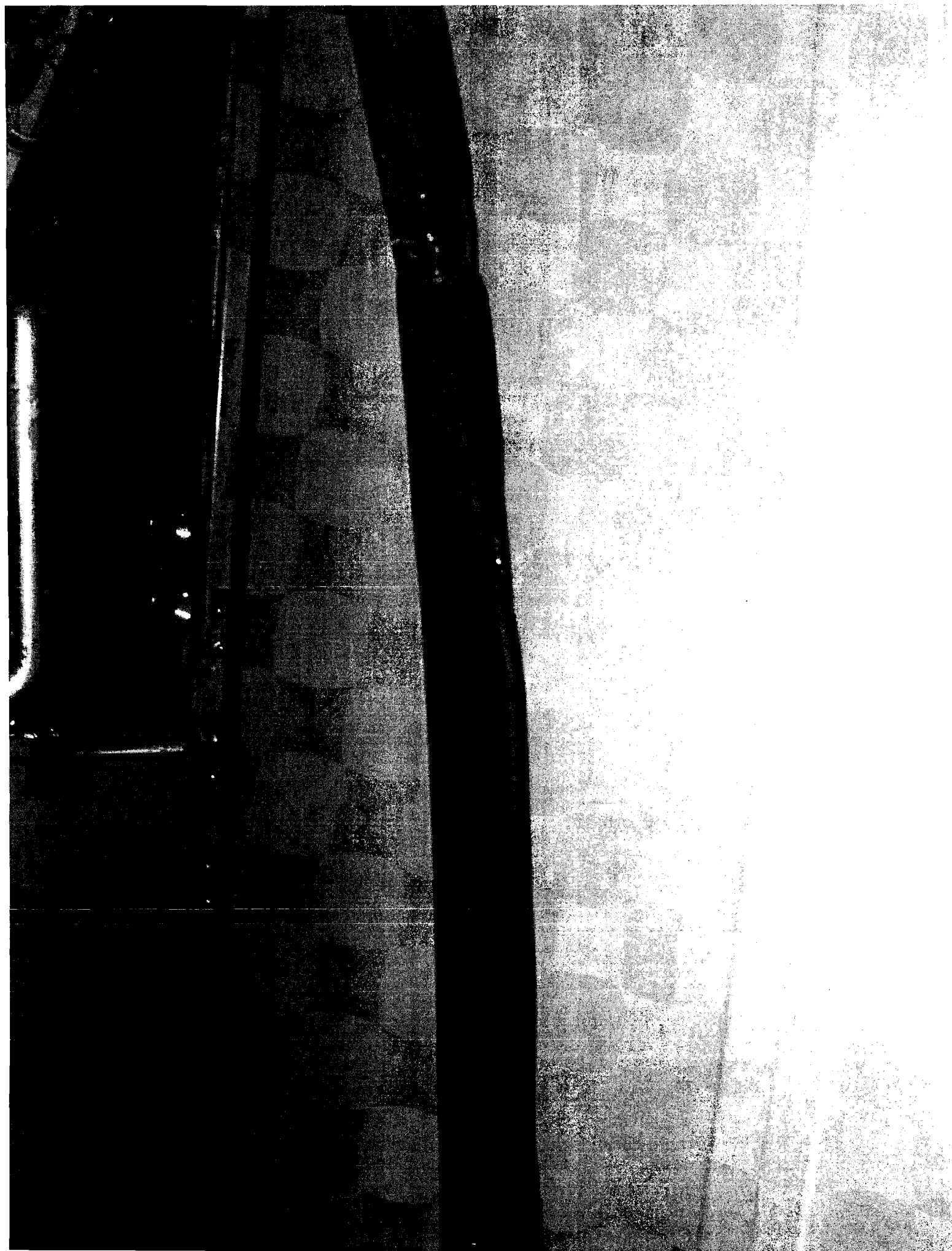




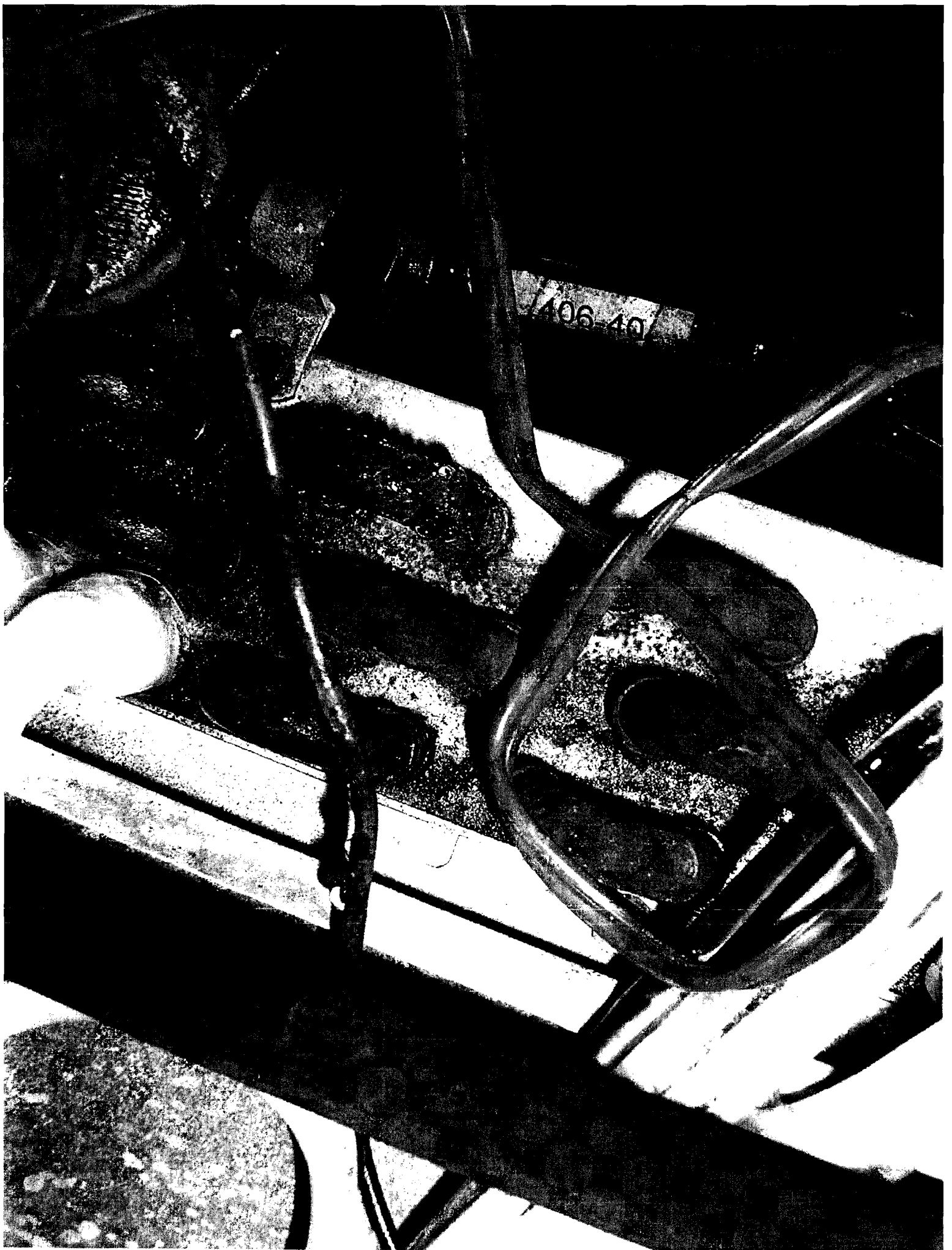


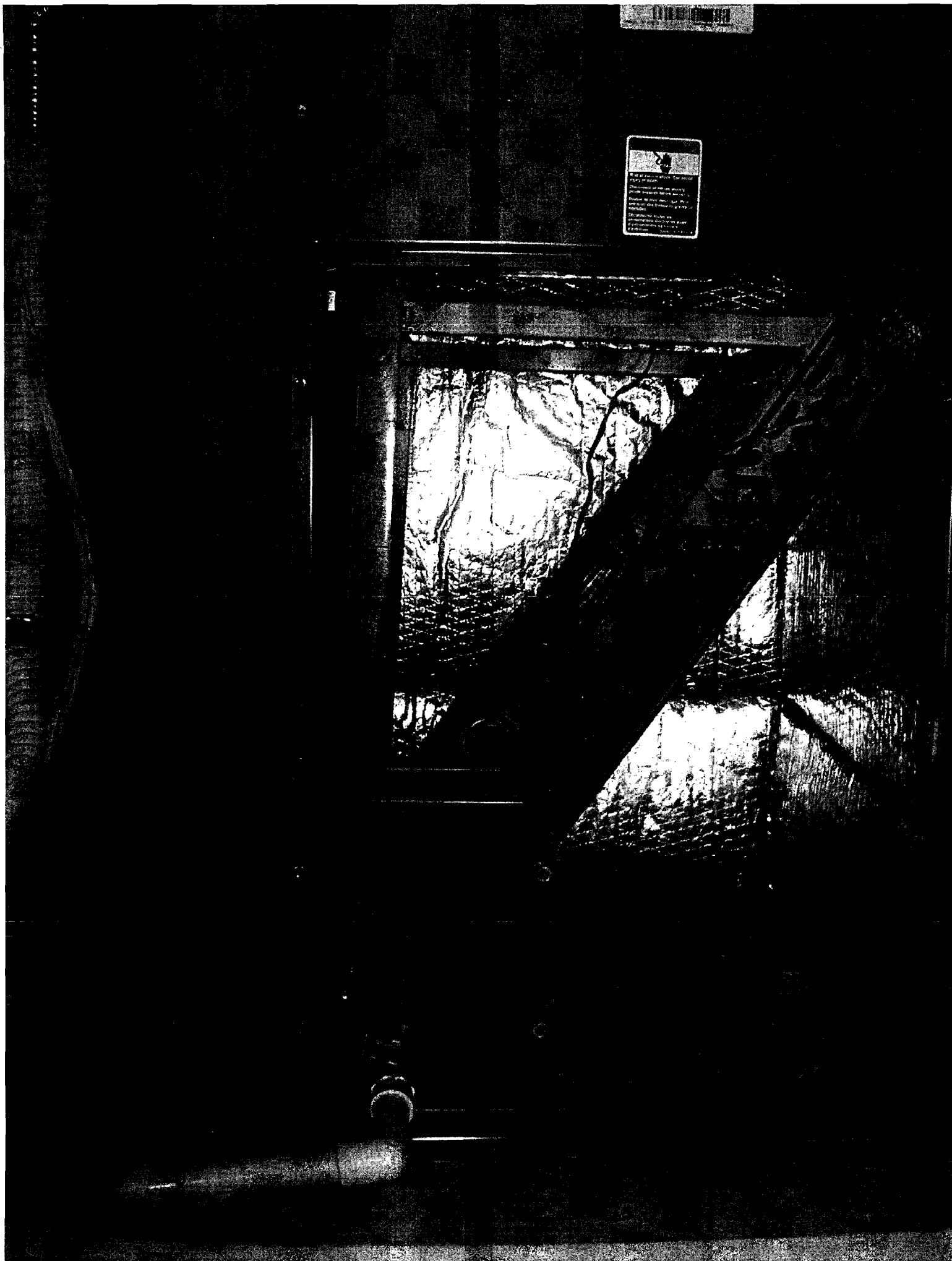
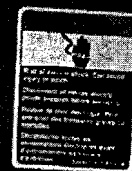




















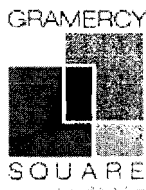
*Building Dreams - Surpassing Expectations*

- Home
- Communities
- The Northstar Difference
- Build Your Own Floorplan
- Customer Care
- Press Room
- Immediate Delivery Homes



## COMMUNITIES

## AVAILABLE COMMUNITIES



Conveniently located in Delray Beach, Gramercy Square is just minutes from the vibrant, trendy downtown area known for its unique shops, eclectic restaurants, cultural attractions, live entertainment and more.



Cobblestone Creek is located on the Northeast corner of Boynton Beach Boulevard and Lyons Road in Boynton Beach. We are conveniently situated one mile west of Florida's Turnpike and one mile east of 441. Just minutes from the area's shopping, dining, recreation and more!

## PREVIOUS COMMUNITIES

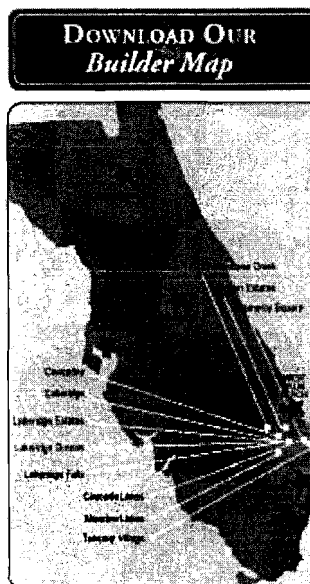


Priced from the mid \$500s to mid \$600s, these quaint two and three-story townhomes, will create a charming setting reminiscent of a secluded Italian village. Inside this new upscale community exists just 37 luxury townhomes that redefine style. Spacious 10-foot ceilings envelope sophisticated living at its finest. Gourmet kitchens are adorned with granite-countertops, stainless steel fixtures and appliances, and 42" European-style wood cabinets. Exquisite courtyards, gardens and a heated swimming pool can be viewed from towering balconies on all floorplans. At Tuscany Village, your home is your oasis!



An incomparable combination of fine living and recreation is what residents of Avalon Estates take pleasure in. Nestled within the core of this active adult community is an 18,000 square foot Grand Clubhouse that is surrounded by unparalleled recreational facilities including Bocce Ball courts, Har-Tru tennis courts and a resort-style heated pool. Architecturally designed homes line the winding streets within this gorgeous community. Here, residents have everything they want in a home, and everything they need in a community.

This charming neighborhood offers the best in active adult living. Here, residents are pampered with customized homes, community activities, and spectacular activities.





090817CBB1958

Exh. 7 Page 2 of 3



residents. This distinguished neighborhood is made up of beautifully designed homes, lushly landscaped streetscapes and winding walkways...but, we like to think that what sets it apart from other communities is the satisfied homeowners who take pride in their home and their community.



The Cascades has everything Active-Adult homeowners need, all within its beautifully manicured entrance and private gates. Single-family and estate homes surround a 30,000 square foot Grand Clubhouse that houses a wide variety of recreational activities to suit all types of interests. Twenty-seven holes of a non-equity, championship golf course wind through the 100 acres of lush grounds and shimmering lakes of this spectacular community. Residents can shop at the community's own Market Place, where food and sundry items are available for purchase. At the Cascades, homeowners experience a whole new world of active adult living.



This spectacular enclave of single-family homes offers its residents a recreation-filled lifestyle with amenities such as a swimming pool with poolside gazebo, BBQ area, tennis courts, volleyball court, and a tot-lot for the children. An exquisitely designed gated entrance welcomes residents into a community of charming homes and beautifully manicured landscaping while its prime location within Boca Raton is just minutes from premier shopping, dining, golf, and miles of beautiful beaches. This wonderful combination of impressive amenities, stunning homes, gorgeous grounds, and central location, makes Meadow Lakes the ideal community for family living.



Northstar Homes took its fourth community in the Lakeridge series to a new level by building a stunning front entrance to the community. This impressive entryway into Lakewood Falls features cascading waterfalls, sweeping trees and lush, flowering bushes. This impressive community entrance was meant to make a statement the moment the residents arrive. Inside Lakeridge Falls exists beautiful estate-sized homes that could be customized. This freedom of choice and customization has become a staple of Northstar Homes. Another staple of Northstar Homes are the amenities...and Lakeridge Falls boasts amazing recreational facilities to suit all types of interests.



Taking the success of Lakeridge Estates one step further, Northstar Homes envisioned a new concept for its third community in Westchester Golf and Country Club - Lakeridge Greens. Here, active adults would get more out of their neighborhood than just a home... they would get choices. Lakeridge Greens offered the choice of smaller, single-family homes or larger, estate sized homes. In addition, a 10,000 square foot clubhouse was the centerpiece. The clubhouse included a wide variety of recreational facilities that gave residents the opportunity to explore their many hobbies and interests. With Lakeridge Greens, Northstar gave a new meaning to the phrase "active" adult community.



Following the completion of its prior community, Lakeridge, Northstar Homes had grander visions for their next community, Lakeridge Estates. This new community offered large homes placed within a more intimate setting. Now an established community located within Westchester Golf and Country Club, Lakeridge Estates boasts estate-sized homes with golf course views tucked away in a charming

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Exh. 7 Page 3 of 3



Northstar Homes' reputation as an established builder and solid leader in developing active adult communities in the Boynton Beach area began with Lakeridge. It was this community that inspired Northstar's vision to create a series of communities that would eventually build off one another. As Northstar's vision grew...so did their communities.

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090817CBB1958

Exh. 8 Page 1 of 1

**Property Information**

Location Address: [REDACTED]

[View Map](#)Municipality: **UNINCORPORATED**[Calculate Portability](#)Parcel Control Number: **00-42-45-20-05-002-0630**[Proposed Tax Notice](#)Subdivision: **COUNTRYSIDE MEADOWS**[Reverse Side Help](#)Official Records Book: **20737** Page: **756** Sale Date: **Aug-2006**Legal Description: **COUNTRYSIDE MEADOWS LT 63 BLK 2****Owner Information**

Name: [REDACTED]

[All Owners](#)

Mailing Address: [REDACTED]

**Sales Information**

Sales Date	Book / Page	Price	Sale Type	Owner
Aug-2006	20737/0756	\$577,908	WARRANTY DEED	[REDACTED]
Apr-2005	18518/1311	\$0	DEED OF TRUST	NORTHSTAR HOLDINGS AT B & A LLC

**Exemptions**

Regular Homestead: **\$25,000** Year of Exemption: **2009**  
 Additional Homestead: **\$25,000**  
 Total: **\$50,000**

**Appraisals**

Tax Year:	2009 P	2008	2007
Improvement Value:	\$403,490	\$537,425	\$469,456
Land Value:	\$0	\$0	\$0
Total Market Value:	\$403,490	\$537,425	\$469,456

**Property Information**

Number of Units: **1**  
 \*Total Square Feet: **4051**  
 Acres: **0.1678**  
 \* May indicate living area in residential properties.

Use Code: **0130** Description: **RESIDENTIAL**All values are as of January 1<sup>st</sup> each year

P = Preliminary Values

**Assessed and Taxable Values**

Tax Year:	2009 P	2008	2007
Assessed Value:	\$403,490	\$483,540	\$469,456
Exemption Amount:	\$50,000	\$50,000	\$25,000
Taxable Value:	\$353,490	\$433,540	\$444,456

[Structure Detail](#)**Taxes**

Tax Year:	2009 P	2008	2007
Ad Valorem:	\$6,933	\$7,537	\$7,463
Non Ad Valorem:	\$356	\$330	\$285
Total Tax:	\$7,289	\$7,867	\$7,748

[Tax Calculator](#)[Details](#)

Tax Collector WebSite

**NOTE:** Lower the top and bottom margins to 0.25 on File->Page Setup menu option in the browser to print the detail on one page.

**Doc No: I0950409A**

**Issue: 33**

**05/13/2009**

05/11/2009 17:16:17

Name =  
Address =  
City =  
State =  
Zip = 3  
Email =  
Telephone =  
Name =  
Victim's  
Victim's  
Victim's  
Victim's  
Victim's

Incident Description = We have a home constructed with Chinese Drywall. My family has had health affects and concerns, my appliances have all needed to be replaced, my air conditioner coils have been ordered (to be replaced), and I have smelt "firre" in my home that is probably coming form the corroded wiring in the walls. We are currently not living in our home as we have found a safe, temporary housing.

Victim's age at time of incident =  
Victim's sex =  
Date of incident = 3-27-2009  
Product involved = poisonous chinese drywall  
Product brand name/manufacture = Knauf  
Manufacturer street address = China  
Place where manufactured (City and State or Country) = Tienjan, China  
Product model and serial number, manufacture date =  
Product damaged, repaired or modified = no  
If yes, before or after the incident =  
Description of damage, repair or modification =  
Date product purchased = closed on th home 8/2006  
Product involved still available = yes  
Have you contacted the manufacturer = no  
If not, do you plan to contact them = no  
Name Release = Release name to the manufacturer and public



1. Task Number 090817CBB1959		2. Investigator's ID 2248		<b>EPIDEMIOLOGIC INVESTIGATION REPORT</b>
3. Office Code 810	4. Date of Accident YR MO DAY 2006 10 01	5. Date Initiated YR MO DAY 2009 08 21		
6. Synopsis of Accident or Complaint UPC  The consumer moved into a new home in January 2007. It was reported that Chinese drywall in the home has caused several health issues. Appliances have been effected and ceased to function. Blackening and discoloration of copper pipes and metal fixtures throughout the home have been observed. Corrosion within AC units is evident. The builder has yet to provide any resolution to the matter. An insurance claim has been denied.  <div style="text-align: right;">MFR/PRVLBR NOTIFIED COMMENTS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS. 3,6,25c <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY vvc 5/20/10</div>				
7. Location (Home, School, etc) 1 - HOME		8. City BOYNTON BEACH		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number - UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 53	13. Sex 2 - Female	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 68 - Poisoning	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 18 / 3	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 08/31/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Rose, Blake; Blasius, Dennis; Matheson, Joanna; Woodard, Dean; Trotta, Andrew; Khanna, Rohit			28. Source Document Number I0950282A	

This investigation was initiated by a complaint received by the U.S. Consumer Product Safety Commission.

The information contained in this investigation was supplied by the following sources:

1. An onsite interview with the male owner of the home on 8-07-2009.

**Family Members:**

Husband – 62 year old male

Wife – 59 year old female

This incident involves health issues and copper and metal corrosion at the periodic home of the victims over an extended period of time as will be detailed later in this report which the owners believe were caused by contaminated Chinese drywall used in the construction of their home.

An engineering firm was hired by the CPSC to collect and conduct air and drywall sampling at the home and the results will be provided to the consumer once completed.

The home was 2 bedrooms, 2 bathrooms new construction, 1700 square foot townhome in North Venice, FL. The home is a one story cinder block construction with stucco exterior walls and metal framing studs. The owner contacted the CPSC on 5-26-2009. The Air Conditioner had not failed or leaked Freon so the incident date is considered the move in date as respiratory like allergy symptoms started at that time.



Photograph of the front of the home.

The family moved into the home in June of 2006 and the wife noticed that the builder had placed the wrong tile in the bathroom walls of the master bath and it was replaced one year after move in. There were no other renovations or alterations to the home.

The home was electric with natural gas to the stove, water heater, dryer and furnace. The home had tile in the common areas and carpeting in the bedrooms.

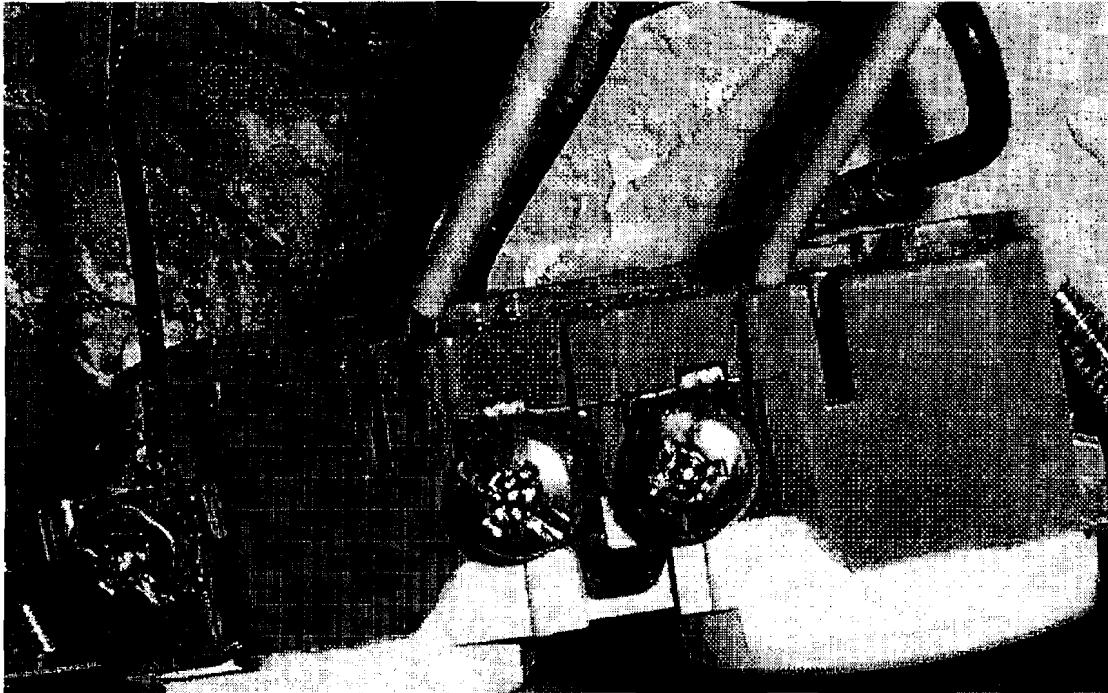
The family immediately upon move in noticed a "pungent, acrid odor." The family believed it was just new construction smell and thought it would eventually dissipate. The family lives in the Washington D.C. area and traveled to the Florida home every two to four months and stayed approximately one week on each visit. Both the owners were in excellent health but both began experiencing upper respiratory symptoms including runny nose, irritated eyes and a scratchy throat. The husband had one additional symptom of wheezy respiratory breathing. The symptoms would start after being in the home for a few hours and would alleviate after being away from the home for a few hours. No medical records were provided.

The family would turn the air conditioner up to 80 degrees and turn the humidity controller to 50% when they leave. He believed that because the A/C unit was in a higher position and no one lived in the home most of the time, it had probably not run as much as a normally occupied home. The home A/C was serviced every six months and he did not know if the unit had leaked any Freon and had to be recharged, however the A/C technician sprayed the copper coils with silver paint presumably to slow the corrosion. The home owner was not able to locate any of the service tickets.

In May of 2009 the family began hearing reports in the media regarding homes in Florida having Chinese Drywall and subsequent corrosion. He began examining all the affects in his home and noticed serious darkening/corrosion of copper water supply lines and many chrome water fixtures had pitting and corrosion.

The builder is listed at the bottom of this report and according to the consumer the firm is currently in bankruptcy. He had no information regarding the drywall contractor, installer or supplier. The builder conducted an inspection of the home for Chinese drywall on May 13, 2009. The employee conducting the inspection is listed at the end of this report. He opened 5-10 electrical outlets and examined the A/C coils, copper water supply lines and other evidence of corrosion. He stated that the home "showed evidence of tainted drywall." The firm refused to produce a written report on their examination.





Photograph of blackening of the ground, hot and neutral wires to an electrical receptacle.

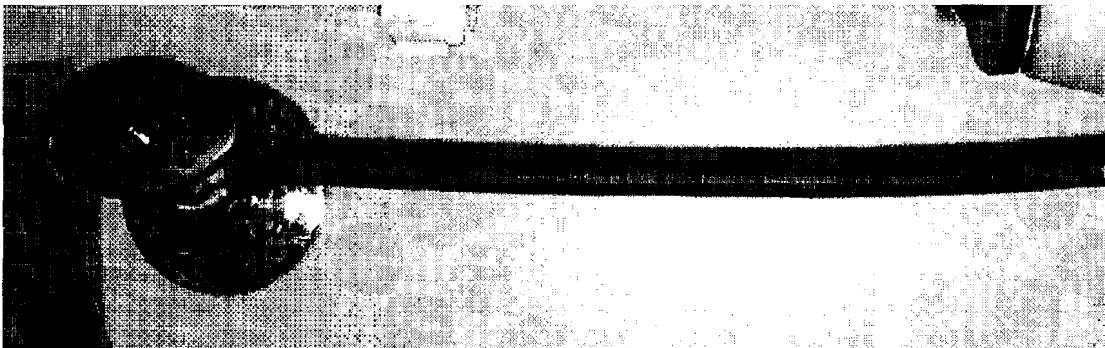
The homeowner indicated he had purchased two small LCD televisions and one of them had died in 2007 on an unspecified date. They had also purchased an electric hand mixer that had never been used and failed to operate. The remote control for the family room had batteries which were leaking a white material. There was some blackening/corrosion of the A/C evaporator coils. Silver items in the home had tarnished. Copper water supply lines in the home had darkened or turned black. Chrome bathroom fixtures showed pitting and corrosion. Copper lines in the back of the refrigerator showed blackening.



Photograph of pitting and corrosion on a brass trivet.



Corrosion and pitting on a chrome water supply line.



Blackening on a copper water supply line.

The home owner did not believe he had any problems with flickering lights, sizzling or buzzing of electrical switches. However due to the blackening of the ground wires, hot and neutral wires he felt that there may be an unseen future electrical hazard in the home. No other appliances had failed.

The copper water supply lines in the garage and the copper electrical wiring in the breaker box did not show blackening. The home owner indicated his desire to keep his name confidential when releasing copies of this report.

### **Product Information:**

**Product: Possible Chinese Drywall**  
**Manufacturer: Unknown**

**Builder:**  
**WCI Communities, Inc.**  
24301 Walden Center Drive  
Bonita Springs, FL 34134  
United States Of America  
Employees: 1,800  
Investor Relations  
Phone: (239) 498-8269

(239) 498-8146

(239) 498-8200

[www.wcicomunities.com](http://www.wcicomunities.com)

**Management:**

David L. Fry

Interim President and CEO

Jonathan M. Pertchik

Chief Restructuring Officer

Russell Devendorf

Senior Vice President and Chief Financial Officer

Paul D. Appolonia

Senior Vice President of Human Resources

Vivien N. Hastings

Senior Vice President and General Counsel

**Drywall Subcontractor:**

**Unknown**

**Drywall Supplier:**

**Unknown**

**Attachments:**

Exhibit #1	Contacts
Exhibit #2	Permission to conduct sampling tests
Exhibit #3	Release of name form
Exhibit #4	Final release and walk through form
Exhibit #5	Photographs of the home (22)

**Contacts:**

8-07-2009



The consumer indicated he had contacted the following agencies about his home having Chinese Drywall. He had received no reports about his contact to them.

Florida Department of Health  
Florida Attorney General  
Sarasota County Health Department

## RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED], do hereby give permission to the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at [REDACTED] for an indoor air-quality monitoring and testing study. This work is being undertaken as a part of an exploratory study to assess potential associations between constituents that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health, safety and/or remediation which occupants could take in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this testing will take one full day of active testing and up to one to two week(s) of having passive sampling equipment in my home. I understand that after one to two week(s) of passive sampling, CPSC will contact me to arrange a time for CPSC to retrieve the passive sampling equipment. I represent that neither I nor members of my household will touch the passive sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

I understand that this study involves multiple residences and the final study and analysis will not be completed for a period of time, likely in the fall of 2009. I also understand that CPSC will likely not release information to the general public until the completion of the entire study. I further understand that this study may be widely disseminated to the public and that my own residence will not be identifiable by personally identifiable information such as address, name, etc. within the larger study.

I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities and

claims for damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property. CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or property loss or damage in connection with the testing as outlined above, however occurring.

July 18, 2009

Signature

Date

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# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☒

I request that you do not release my name. My identity is to remain confidential.

☐

You may release my name to the manufacturer but I request that you do not release it to the general public.

☐

You may release my name to the manufacturer and to the public.



(Signature)

(Date)

Aug 7, 2009

## FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED], do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at [REDACTED] for a preliminary pilot indoor air-quality monitoring and testing study on 8/07, 2009.

On today's date, I have completed a walk-through inspection of my residence with Glenn Dunlap, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

None

I acknowledge that CPSC offered reimbursement for the \_\_\_\_\_

but I have declined CPSC's offer. I acknowledge that I have not requested that the \_\_\_\_\_

be repaired or replaced by CPSC.

[REDACTED]

Signature of Resident

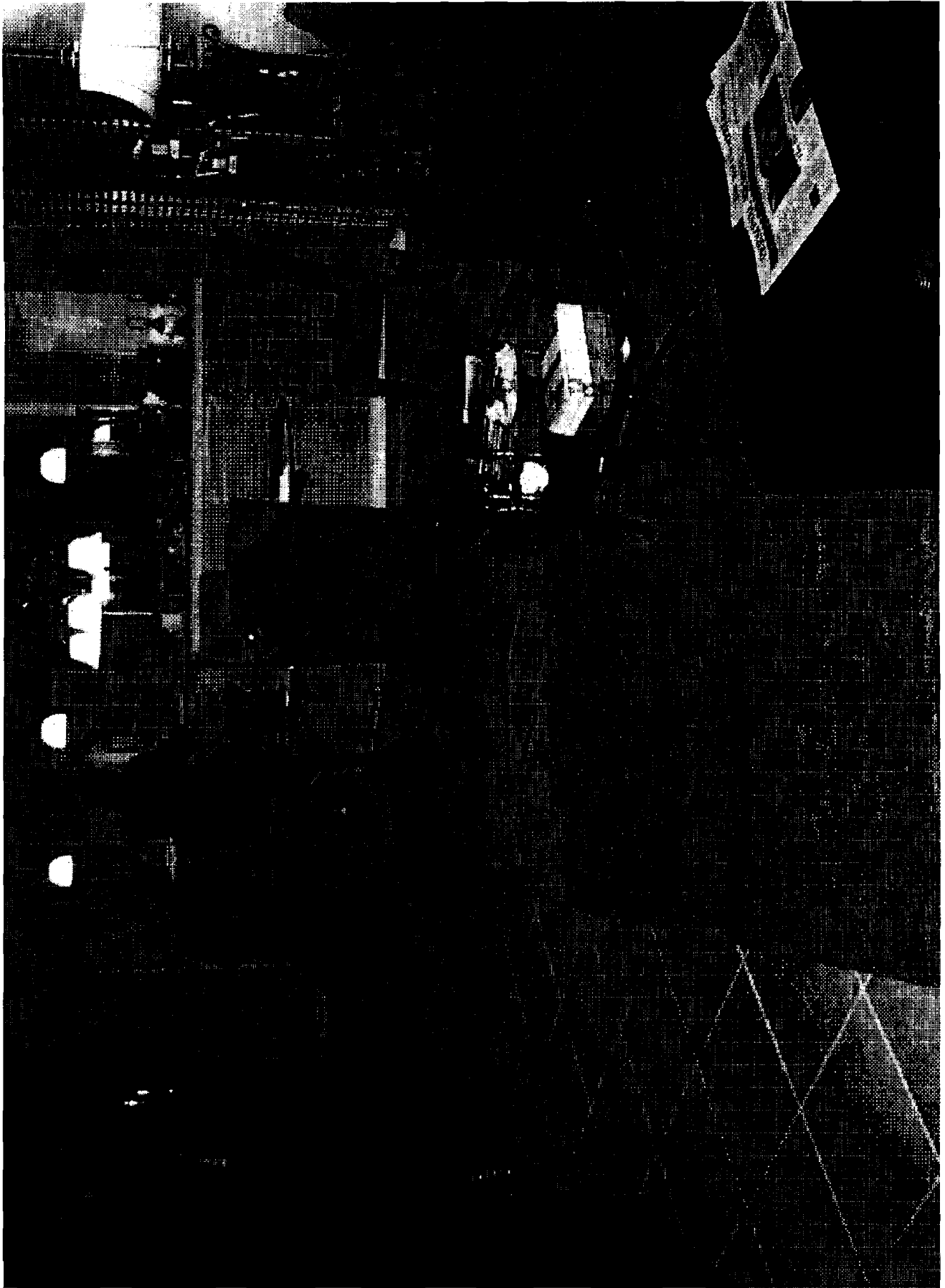
Date

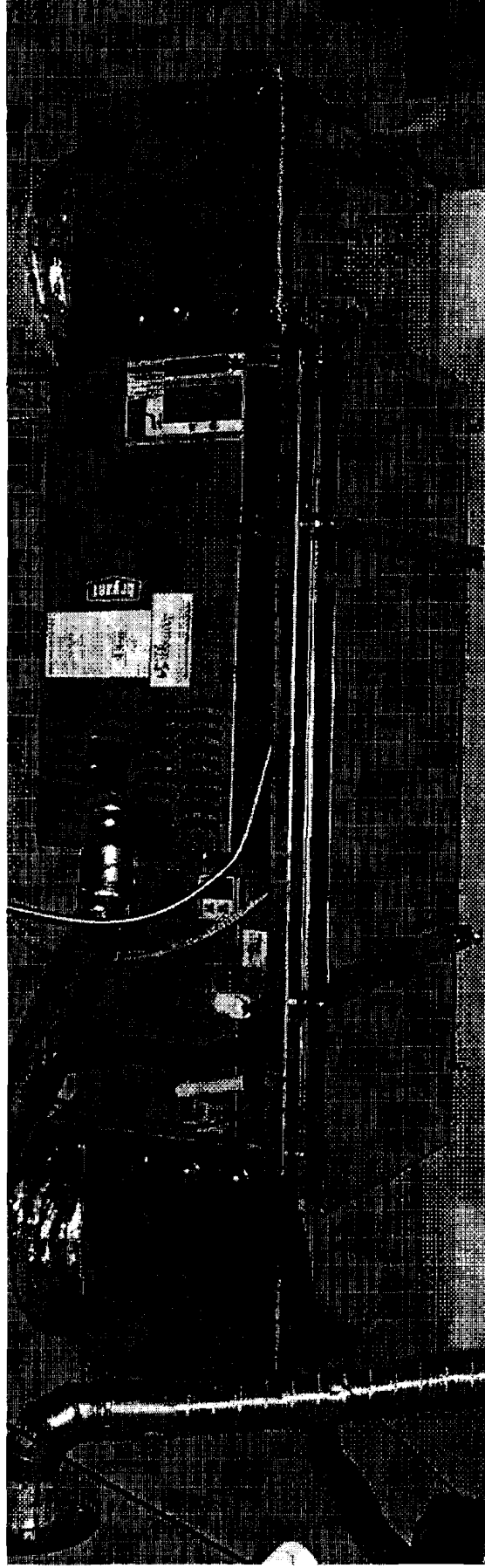
8/07/2009

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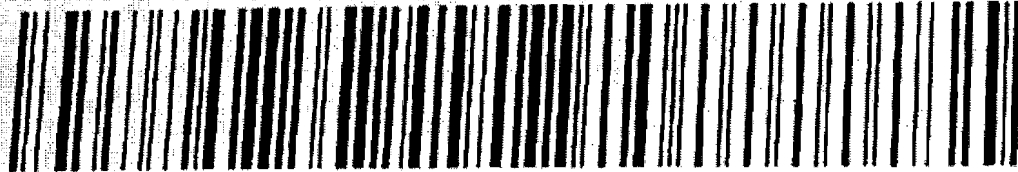




CAC/BDP

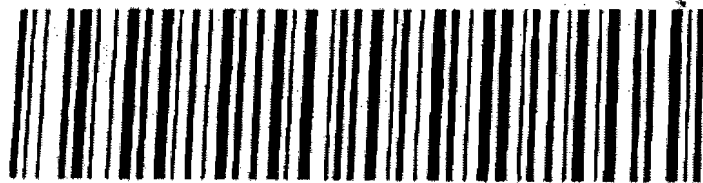
7310 West Morris Street, Indianapolis, IN 46231

**INDOOR SECTION  
SECTION INTÉRIEUR**



**MODEL NO.  
MODÈLE N°**

**CNPHP3617ATAAAA**



**SERIAL NO.  
SERIE N°**

**DESIGN PRESSURE  
PRESSION DESIGNÉE**

**450 PSIG 3102 kPa**

**REFRIGERANT:  
RÉFRIGÉRANT:**

**R-410A**

**FACTORY INSTALLED  
METERING DEVICE**

**TXV**

**DISPOSITIF DE MESURE INSTALLÉ EN USINE**

**DATE OF MANUFACTURE**

**DATE DE FABRICATION**

**FEB 06**

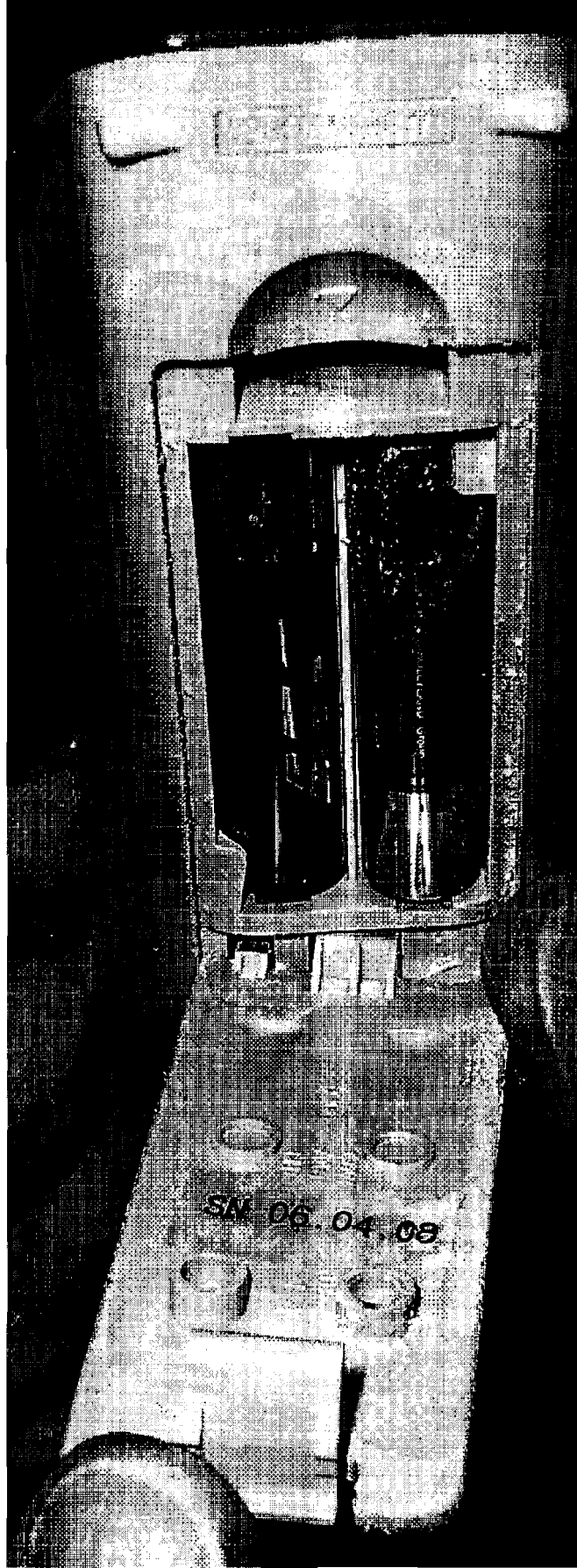
**Listed 3R39 Indoor Section of  
Heat Pump or Air Conditioner.  
Section Intérieur listé 3R39 de  
thermopompe ou air climatiseur.**

**MADE IN MEXICO**

**FABRIQUE AU MEXIQUE**

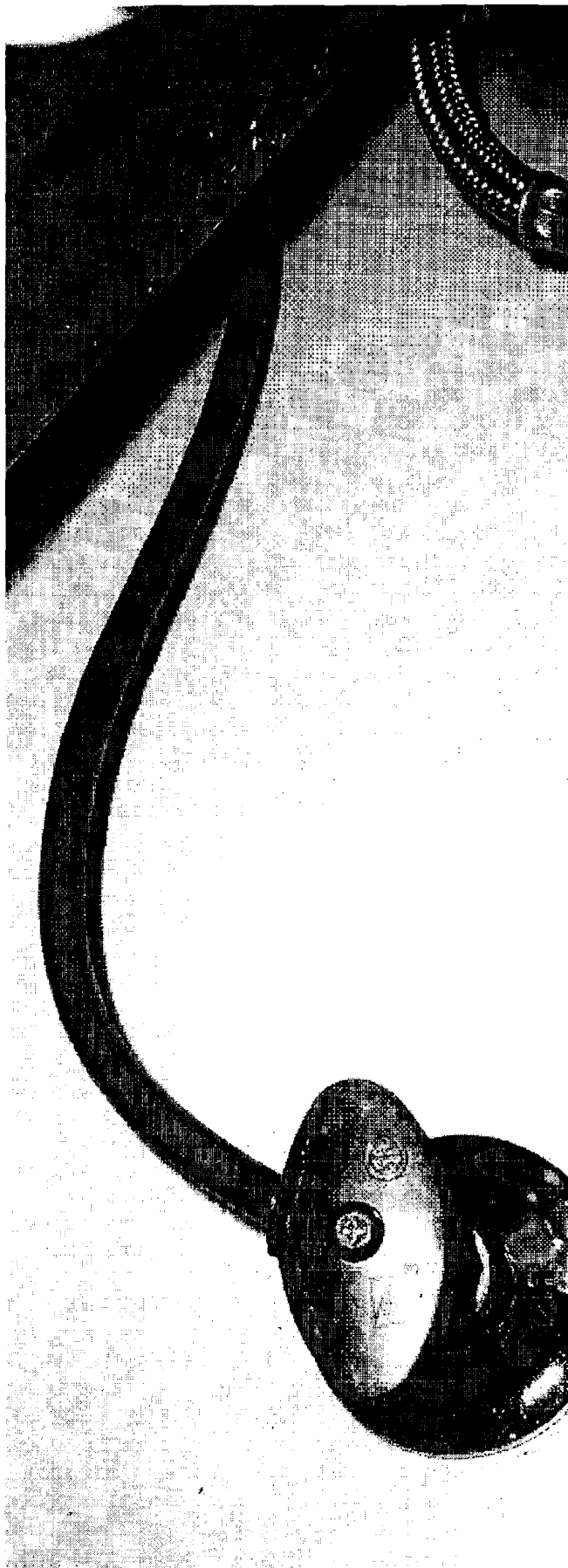


**328736-4070**



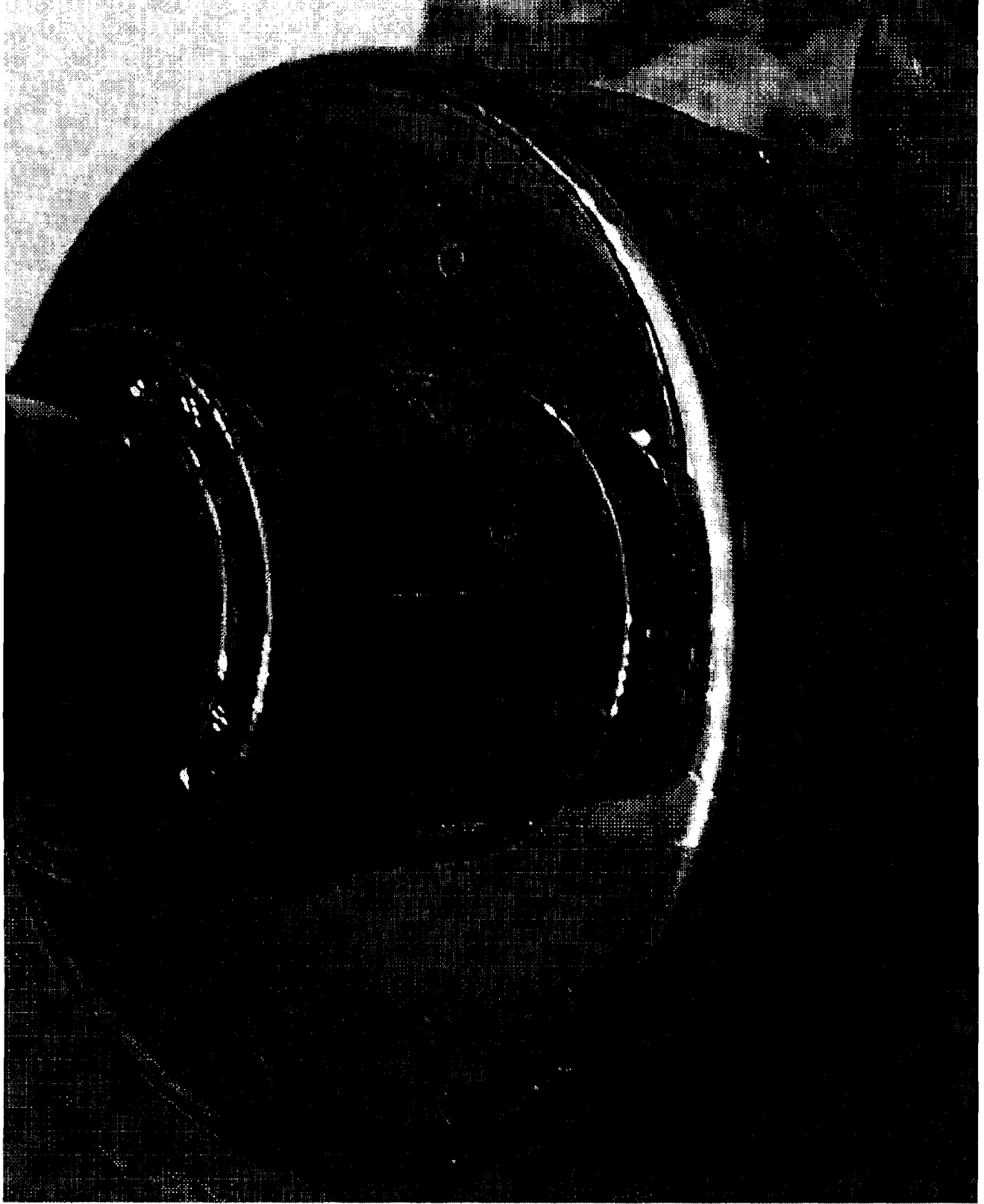


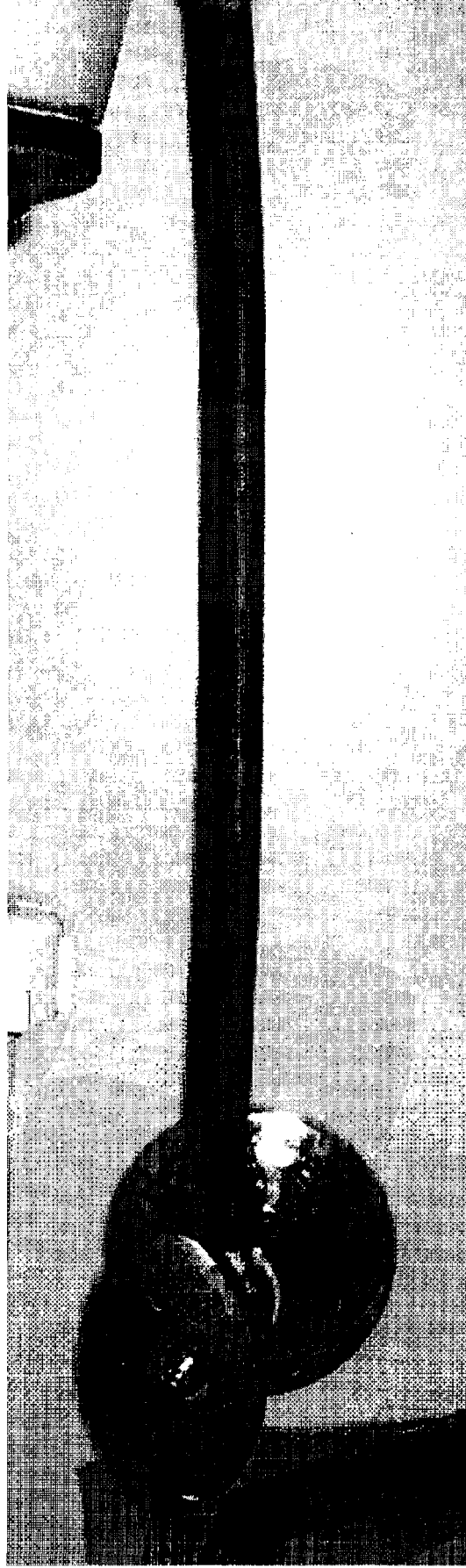




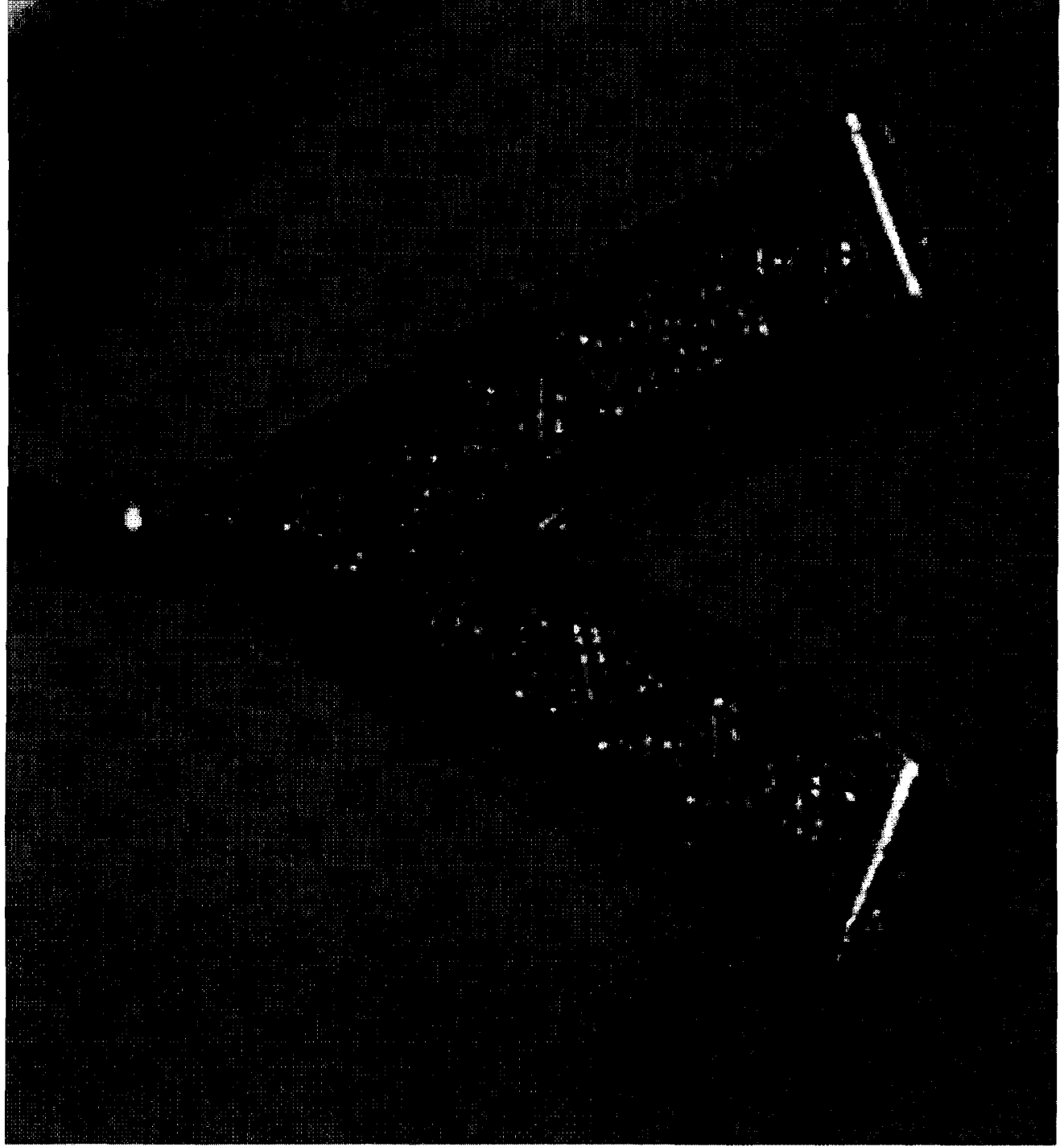


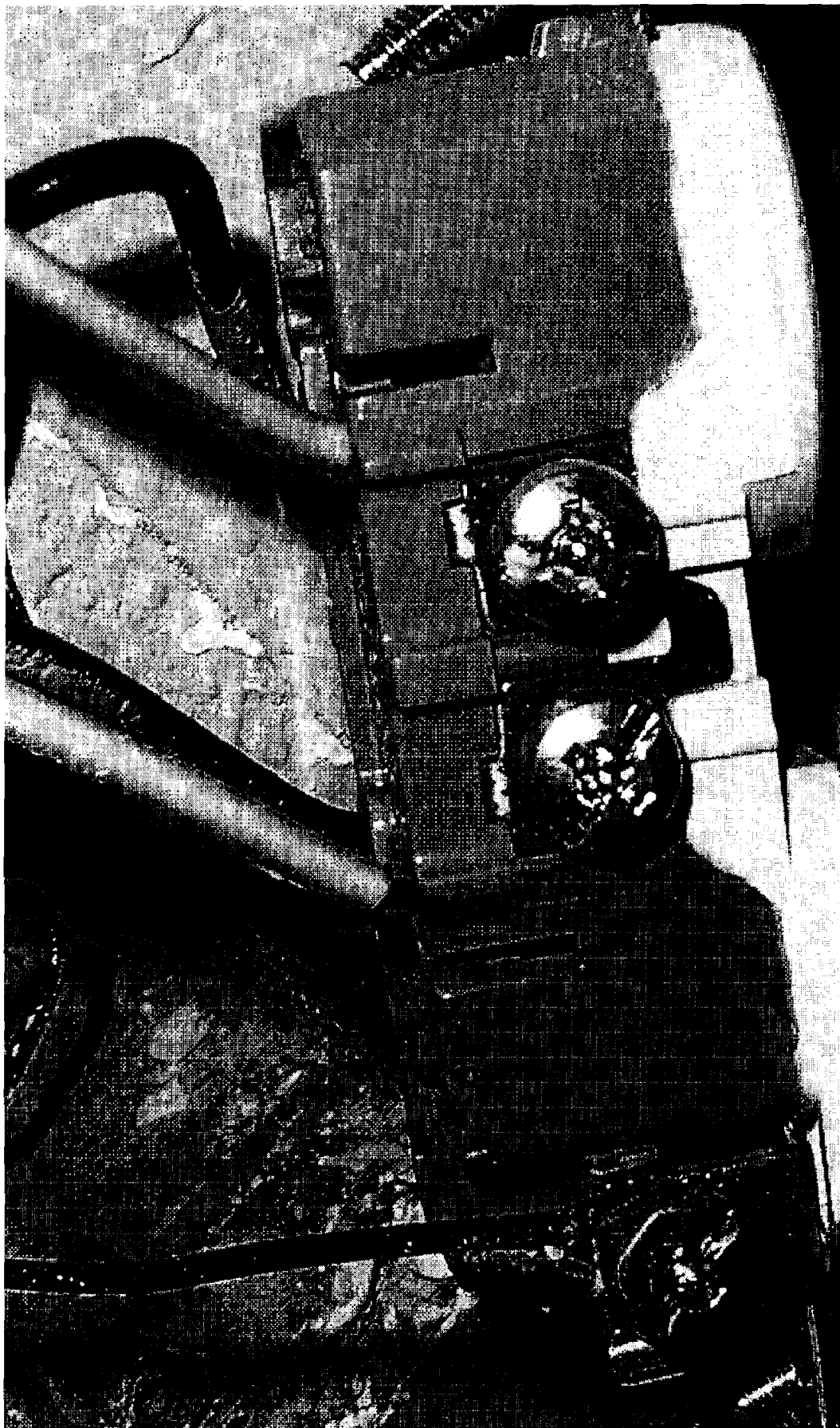


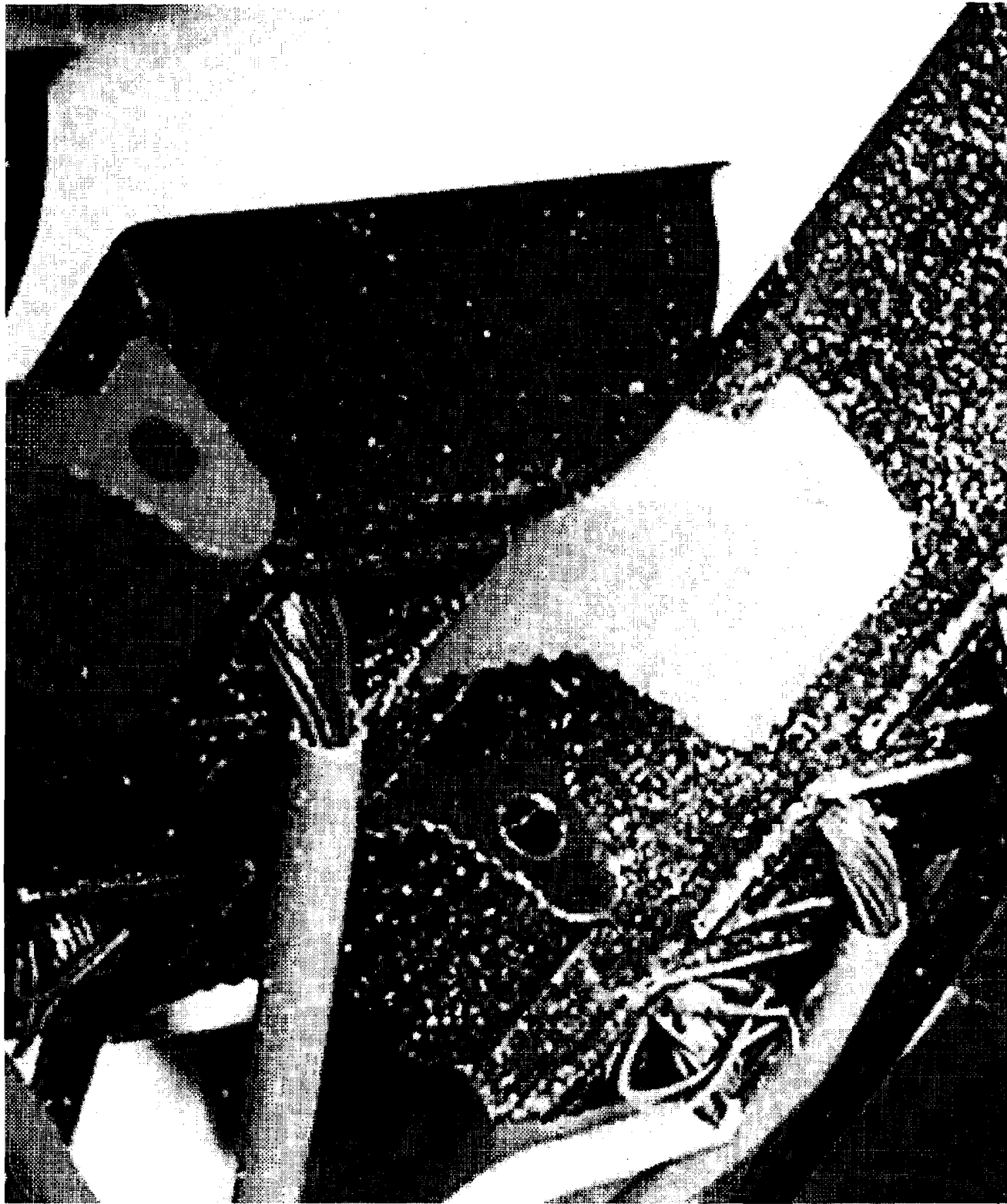


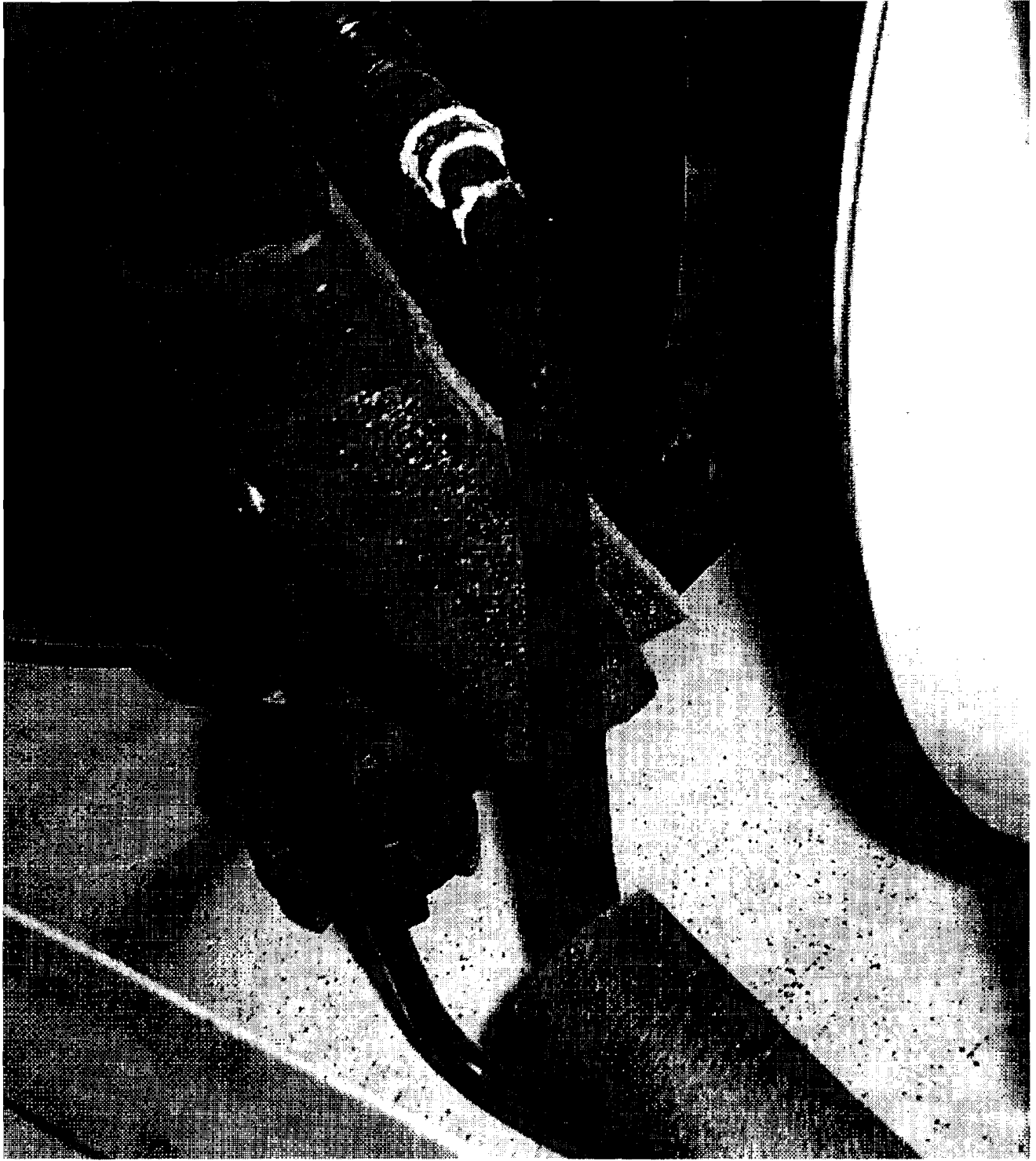






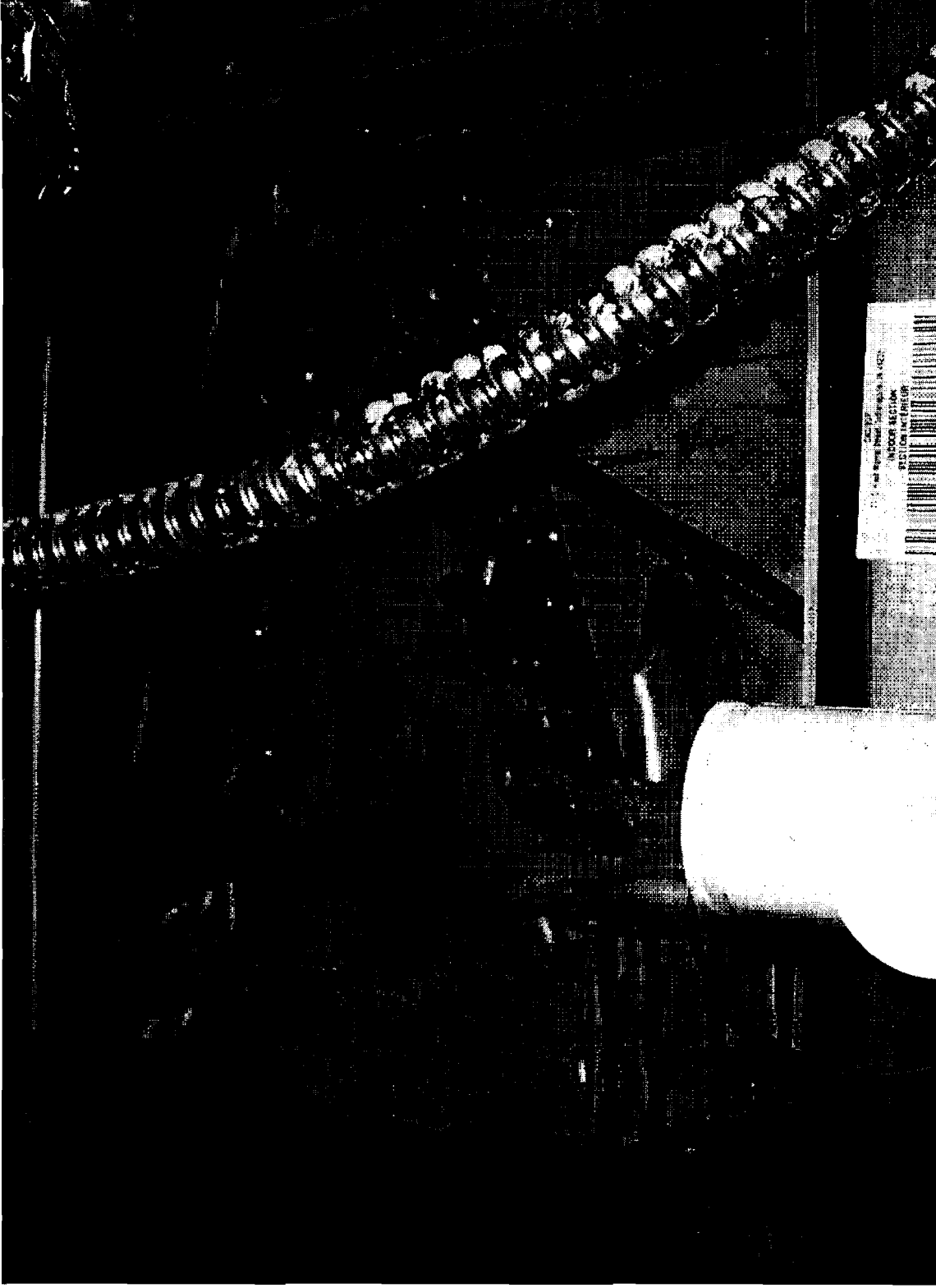


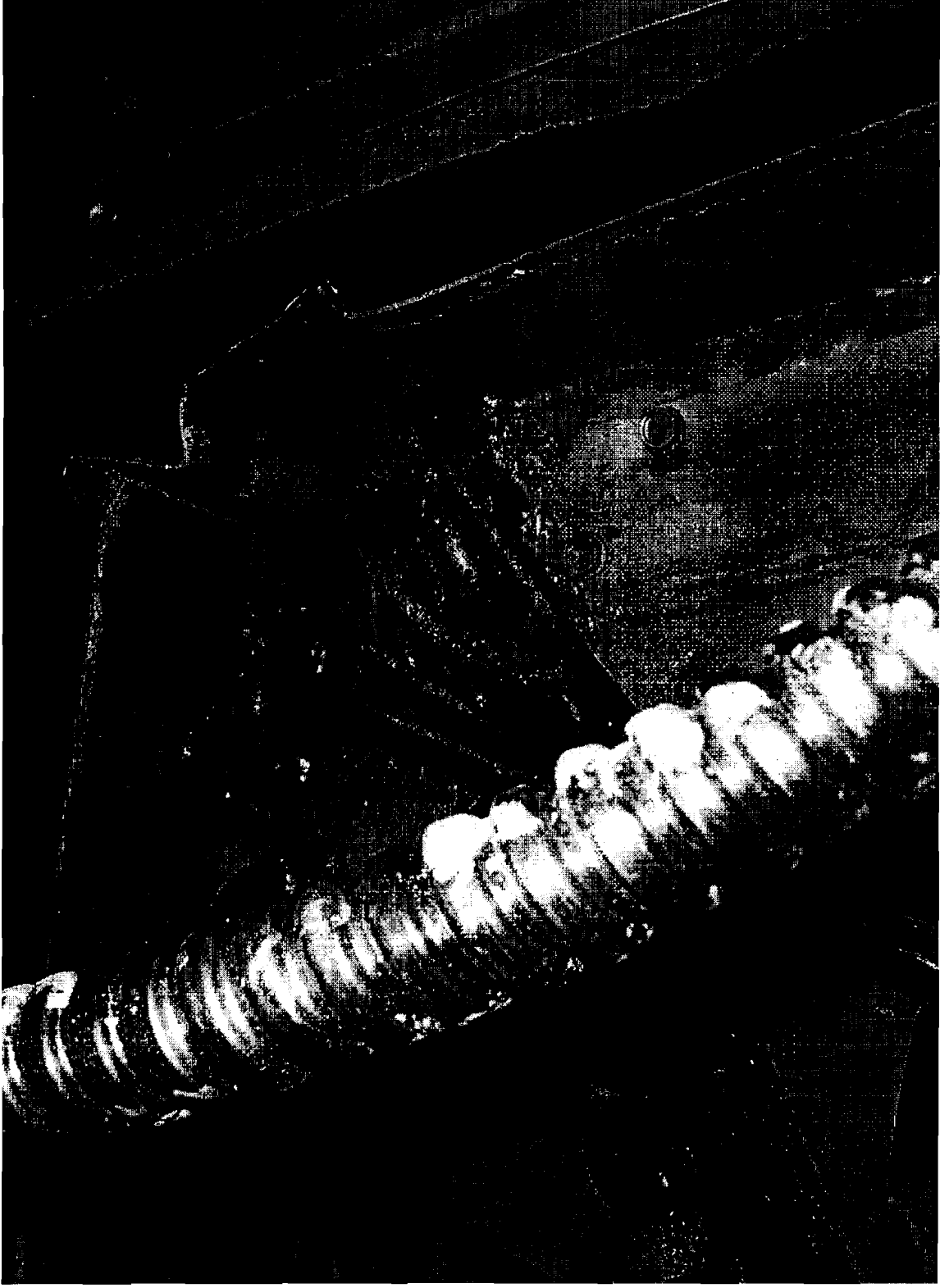


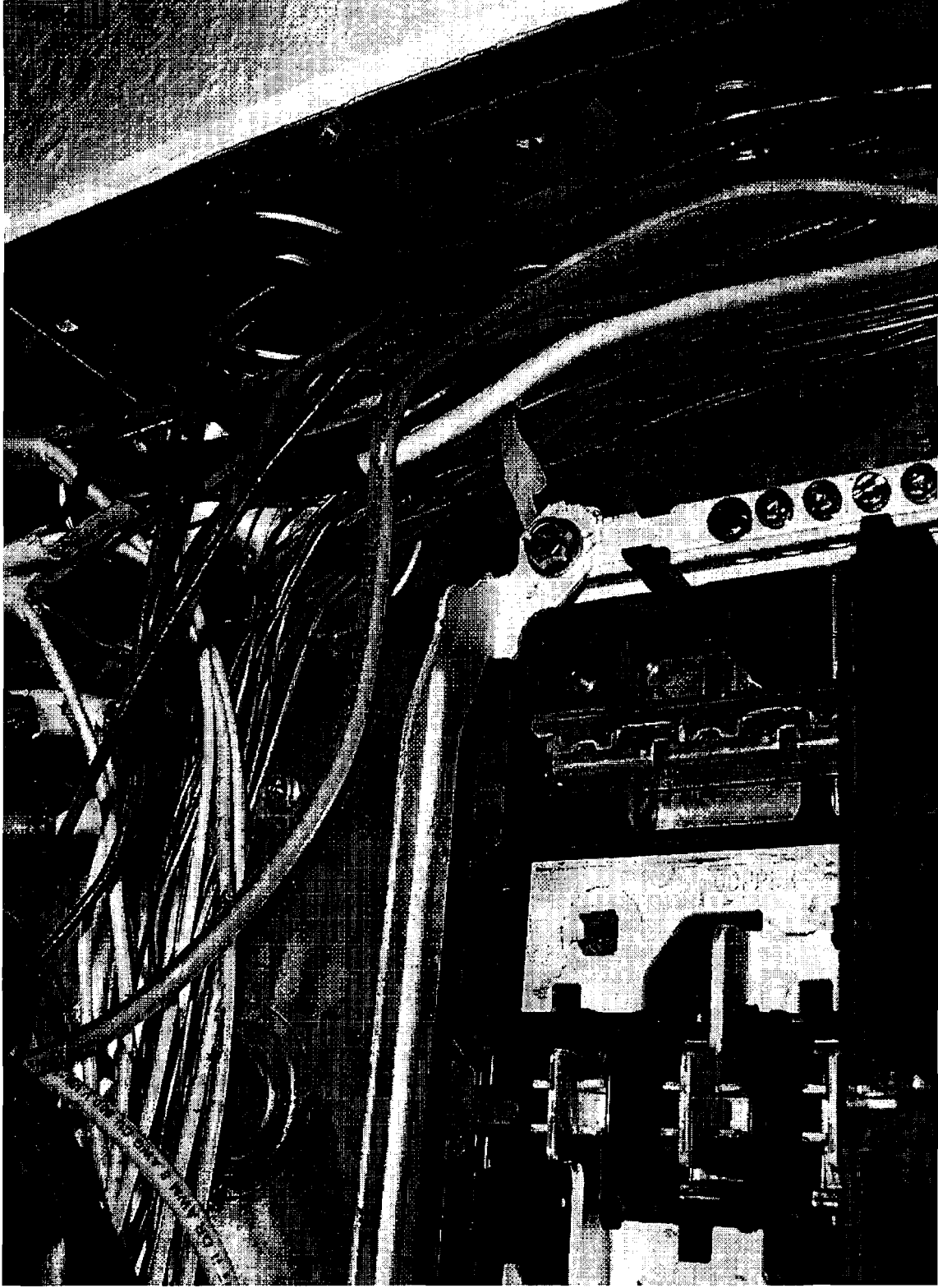




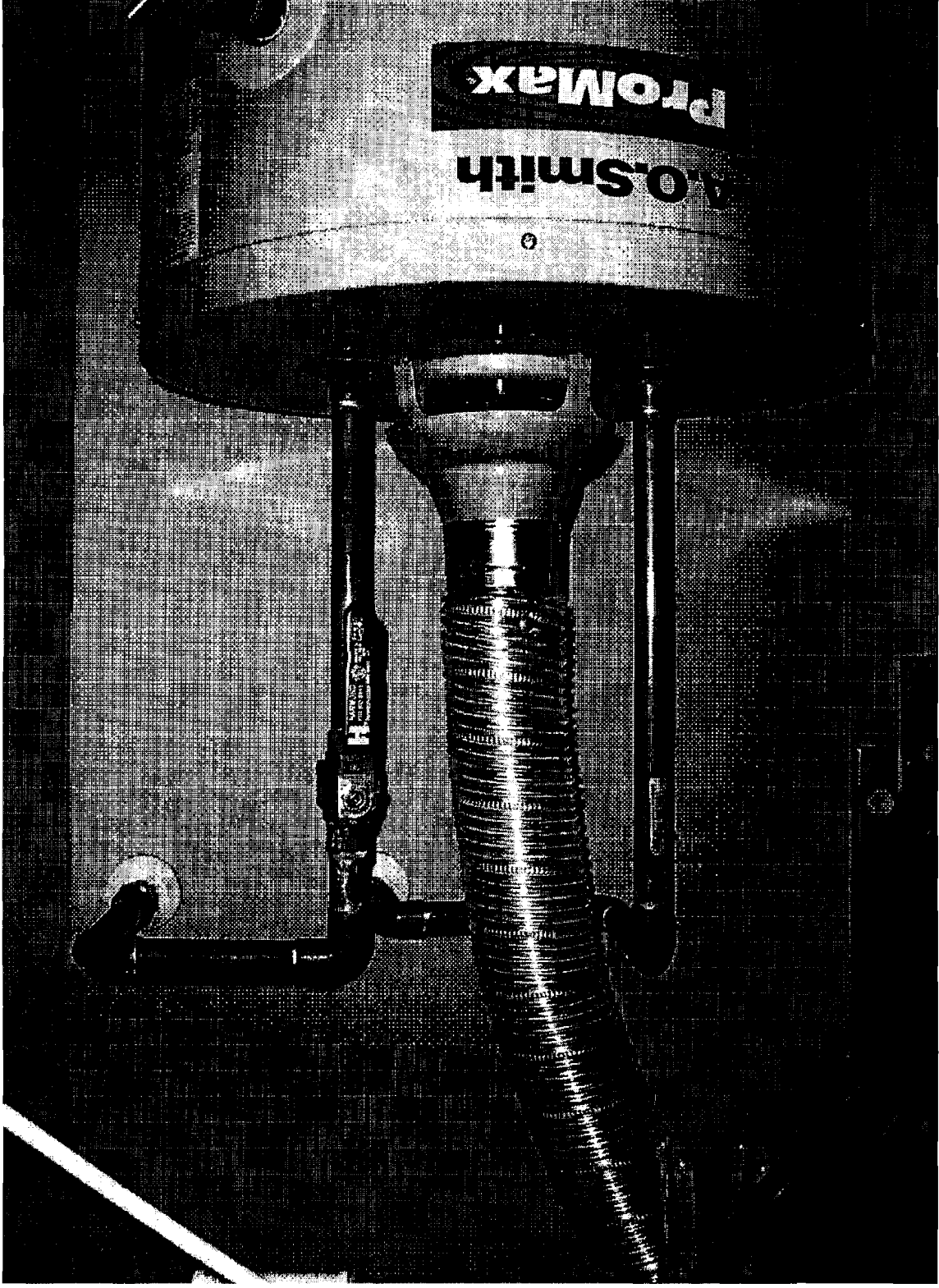












**Doc No: I0950977A**

**Issue: 35**

**05/28/2009**

05/26/2009 21:02:49

Name  
Address  
City =  
State  
Zip =  
Email  
Telephone  
Name  
Victim  
Victim  
Victim  
Victim  
Victim

Incident Description = On May 13, 2009, WCI Communities Construction Manager Todd Rudkin inspected our second home at [REDACTED] for the presence of installed imported (Chinese) drywall. While in the home, we have experienced irritated nasal passages and eyes; and noticed the presence of sulfur-like odors, premature corrosion of chrome plumbing fixtures, and had premature failure of electronic small appliances. Mr. Rudkin found corroded ground wires in 5-10 electrical outlets, corroded copper plumbing connections, corroded chrome plumbing fixtures, and corroded A/C coils. He said, "...we have all indications of the presence of Chinese drywall."

Victim's age at time of incident = 62

Victim's sex = male

Date of incident = May 13, 2009

Product involved = Drywall

Product brand name/manufacture = Unknown

Manufacturer street address = Unknown

Place where manufactured (City and State or Country) = Presumed to be China (did not manufacturer's markings)

Product model and serial number, manufacture date = Unknown

Product damaged, repaired or modified = no

If yes, before or after the incident =

Description of damage, repair or modification = N/A

Date product purchased = June 2006 from WCI Communities

Product involved still available = yes

Have you contacted the manufacturer = no

If not, do you plan to contact them = no

Name Release = Release name to manufacturer only







<b>1. Task Number</b> 090825CBB1980		<b>2. Investigator's ID</b> 2248		<b>EPIDEMIOLOGIC INVESTIGATION REPORT</b>
<b>3. Office Code</b> 810	<b>4. Date of Accident</b> YR MO DAY 2006 04 01	<b>5. Date Initiated</b> YR MO DAY 2009 09 01		
<b>6. Synopsis of Accident or Complaint</b> <b>UPC</b> <p>The consumer purchased a new home in April 2006 and found Chinese drywall in two locations in the attic. Despite reports of problems with Chinese manufactured drywall, the consumer reports no problems with appliances, corrosion or health-related issues. Contact with the builder has not been made.</p> <p style="text-align: right;"><b><u>MFR/PRVLBR NOTIFIED</u></b>  COMMENTS: <u>YES</u> <input checked="" type="checkbox"/> <u>NO</u>  <u>OVERRULED</u>; <u>ATTACHED</u>  <input checked="" type="checkbox"/> <u>EXCISIONS/FOIA EXS.</u> <u>6, 25c</u>  <u>DO NOT RE-NOTIFY</u> <u>RE-NOTIFY</u>  <u>WOC</u>  <u>5/20/10</u></p>				
<b>7. Location (Home, School, etc)</b> 1 - HOME		<b>8. City</b> DELRAY BEACH		<b>9. State</b> FL
<b>10A. First Product</b> 1876 - House Structures, Repair Or		<b>10B. Trade/Brand Name</b> UNKNOWN		<b>10C. Model Number</b> UNKNOWN
<b>10D. Manufacturer Name and Address</b> UNKNOWN				
<b>11A. Second Product</b> 0		<b>11B. Trade/Brand Name</b> NONE		<b>11C. Model Number</b> NONE
<b>11D. Manufacturer Name and Address</b> NONE				
<b>12. Age of Victim</b> 74	<b>13. Sex</b> 1 - Male	<b>14. Disposition</b> 0 - No Injury	<b>15. Injury Diagnosis</b> 70 - No Injury	
<b>16. Body Part(s) Involved</b> 99 - NO INJURY	<b>17. Respondent</b> 1 - Victim/Complainant	<b>18. Type of Investigation</b> 1 - On-Site	<b>19. Time Spent (Operational / Travel)</b> 12 / 3	
<b>20. Attachment(s)</b> 9 - Multiple Attachments		<b>21. Case Source</b> 07 - Consumer Complaint		<b>22. Sample Collection Number</b>
<b>23. Permission to Disclose Name (Non NEISS Cases Only)</b> <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
<b>24. Review Date</b> 09/10/2009	<b>25. Reviewed By</b> 9001		<b>26. Regional Office Director</b> Dennis R. Blasius	
<b>27. Distribution</b> Blasius, Dennis; Woodard, Dean; Khanna, Rohit; Matheson, Joanna; Rose, Blake; Trotta, Andrew			<b>28. Source Document Number</b> I0980488A	

This in-depth-investigation was initiated as follow-up to a consumer complaint which reported that the consumer and his wife purchased a home containing Chinese drywall. The consumer's wife reportedly has cancer. The couple has never lived in the home.

Information contained in this investigation was obtained from the consumer during an on-site visit to the home. During this visit, the consumer signed the authorization to release name form (see Exh. 2).

The home is a 2297 square foot one-story single family home with 3 bedrooms and 2½ bathrooms. The home is made with metal studs and is tiled throughout (except for the bedrooms). The home was completed in April of 2007. The home has never been occupied.

The consumer reported that he learned of the problems with Chinese drywall in the news prior to moving into the home and decided to inspect the attic area located the in the hallway between the master bedroom and bath. The drywall adjacent to the air conditioner is described as having been manufactured in China (see Exh. 6, pg. 9). It should be noted that the home contains 2 air conditioning units both of which are located in the attic.

There have been no modifications, additions or drywall replacements made in this home. The consumer reports no problems with any appliances. He states that at this time there is no evidence of blackening or rotting of air conditioning coils. No fire or smoke has ever been observed in the home. The smoke alarms are in working condition. No flickering lights have been observed. The air conditioning is functioning properly. No repairs of any kind have been made in the home.

This investigator photographed drywall located in the hallway attic between the master bedroom and bath. The word "China" is seen written on part of the drywall (see Exh. 6, pg. 9). Also photographed were several sink fixtures throughout the home (see Exh. 6, pgs. 7-19). No evidence of corrosion or pitting was observed. The air conditioning units were observed free of corrosion at this time as was the water heater located in the garage (see Exh. 6, pg. 13).

The consumer also reports that there is no detectable odor in his home and that neither he nor his wife has felt any health-related symptoms when visiting the home on occasion. Although they do not reside in the home, at this time, no obvious health effects have been noted.

This investigator did not notice any unidentifiable or uncomfortable odor while in the home. No health-related symptoms were felt during the visit.

#### **Effects on Appliances and Health**

**\*No appliances have been effected and no health-related symptoms have been noted by the consumer in this home.**

The consumer provided a list of notes regarding his concerns regarding the drywall. This list is included as Exhibit 4.

### **Contact with Builder**

The consumer has not made contact with the builder. He also reports that the builder has made no attempt to contact him or examine his home.

The consumer's goal is to confirm whether or not the drywall in his home, although, apparently manufactured in China, is safe and unaffected. He is unsure, at this time, if he will ever move into the home given his concern.

This investigator obtained property information on the home and it is included as Exhibit 7.

This investigator conducted an internet search of the builder and located an article regarding the development where the consumer's home is located in (see Exh. 5, pg. 1). Also located was information on the development and its amenities (see Exh. 5, pg. 2).

### **PRODUCT INFORMATION**

**The product is suspected to be Chinese drywall. Product identification cannot be confirmed on all drywall in the home.**

- **Product Identification available from drywall sheet photographed in Exhibit 4 states in part, "Beijing New Building Materials \*\*\* China 1A ASTM C-1396-04\*\*\*"**

**Builder information:**    *www.tivoliisles.com*

**Home Devco at Tivoli Isles**  
**6900 W. Boynton Beach Blvd.**  
**Boynton Beach, FL 33437**  
**Telephone: (561)737-2520**

### **ATTACHMENTS**

<b><u>EXHIBIT 1</u></b>	Contact Sheet
<b><u>EXHIBIT 2</u></b>	Authorization to Release Name Form
<b><u>EXHIBIT 3</u></b>	Consumer's Written Notes

090825CBB1980

<u>EXHIBIT 4</u>	Consumer's photograph of Drywall in Garage Attic
<u>EXHIBIT 5</u>	News Article/Builder Information
<u>EXHIBIT 6</u>	Investigator Photographs
<u>EXHIBIT 7</u>	Property Information

**EXHIBIT 1**

**CONTACT SHEET**

**RESPONDENTS**

- 1) **Consumer/Complainant**  
**James Walsh**  
Address: 14781 Quay Lane  
Delray Beach, Fl 33446  
Telephone: (954)815-4442

\*interviewed during on-site visit to the home 9/4/09

James P. Walsh  
5728 NW 127 Terrace  
Coral Springs, FL. 33076  
(954) 815-4442

September 4, 2009

U.S. Consumer Product Safety Commission  
Product Safety Investigator  
Attn: Ms Renee Morelli-Linen

Subject: On site visit Friday September 4, 2009  
Home constructed using China Drywall  
Tivoli Isles (development)  
14781 Quay Lane  
Delray Beach FL. 33446-9640

The new home we purchased was constructed with drywall manufactured in China.

We had planned to relocate from our current home a two-story Townhouse.

We selected the home for the one level feature not requiring climbing a stair.

The home remains vacant since the discovery of the China manufactured drywall.  
(BEIJING NEW BUILDING MATERIALS PUBLIC COMPANY CHINA)  
(Copy of photo attached)

The home has been maintained with the Air Condition system activated.

A report dated March 17, 2009 prepared by Unified Engineering Inc to the Florida Department of Health summarizes their findings regarding China manufactured drywall. (copy attached).

The report concluded China manufactured drywall contains strontium sulfide at trace levels.

The drywall gives off Hydrogen Sulfide and Sulfuric acid gas.

Florida environment that is not air conditioned and exposed to moisture contributes to the release of compounds. (note: home A/C activated)

The report states all Chinese drywall have over 5% organic material.

My wife has lung cancer and is being treated at University of Miami Sylvester Cancer Center.

Because of a potential possible health risk we are unable to relocate.

The safety of the China manufactured drywall should be evaluated.

I will provide the drywall if the Commission is interested in conducting a test.

Information concerning Strontium Sulfide:

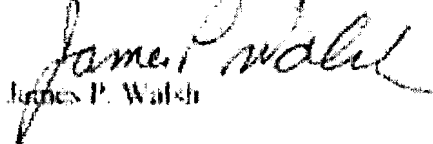
STRONTIUM SULFIDE reacts vigorously with acids to release hydrogen sulfide gas. May react exothermically with oxidizing agents including inorganic oxoacids, organic peroxides and epoxides, and inorganic peroxides to generate toxic gases.

Health Hazard:  
Irritant to skin and tissue.

INHALATION: Immediately leave the contaminated area; take deep breaths of fresh air. Call a physician.

Air & Water Reactions:  
Releases H<sub>2</sub>S in moist air.

Home Owner



James P. Walsh



# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐

I request that you do not release my name. My identity is to remain confidential.

☐

You may release my name to the manufacturer but I request that you do not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

James P. Wahl 9/14/2009  
(Signature) (Date)



090825CBB1980

Exh. 5 Page 1 of 2

Members: Log in | Not Registered? Register for free extra services

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Friday, January 9, 2009

## Home Devco's Tivoli Isles faces foreclosure

South Florida Business Journal - by Brian Bandell

Print Email Reprints RSS Feeds Add to Delicious Digg This Comments

BankAtlantic wants to foreclose on 163 unsold homes in Home Devco's Tivoli Isles community, west of Delray Beach.

The Fort Lauderdale-based bank (NYSE: BBX) filed a notice of foreclosure on Dec. 30 in Palm Beach County Circuit Court against the Delray Beach-based builder and its principals, Richard A. Swartz and Andrew Steinberg.



Home Devco's Tivoli Isles

View Larger

Swartz did not immediately return a call for comment.

Home Devco Tivoli Isles LLC bought the site east of U.S. 441 and just north of Atlantic Avenue, for \$54 million in 2004. It laid out plans for 315 estate and single-family homes priced from the upper \$300,000s to the \$600,000s. However, the developer sold just 152 homes there, according to court records.

The developer's mortgage with BankAtlantic grew as large as \$76.2 million in 2006, until the developer started selling homes the following year. When BankAtlantic modified the mortgage in April, Home Devco Tivoli Isles owed \$40.7 million.

Home Devco's other projects include Landmark at the Gardens in Palm Beach Gardens, which is still selling units.

William Davell, who represents BankAtlantic in the lawsuit, did not immediately respond to a call or e-mail seeking comment.

BankAtlantic Bancorp, which includes both the bank and its parent corporation, had \$171.8 million in nonaccrual loans as of Sept. 30.

**The Short Answer:**

More time & money.

View 6 solutions for your business right here, right now.

[View All Tools](#) **Bank of America**

Search for Jobs powered by onTargetJobs

View South Florida Jobs - 1818 jobs today

## Foreclosure Defense Law

Former Bank Lawyers Now Defending Stamatakis and Thalji, PL-Tampa, FL  
www.MyForeclosureAttorney.com

## Sell UR Foreclosure Home

Our huge buyers list gives EXPOSURE Fast Closing, all Cash, No Fees  
theKDPgroup.com

## All Star Pavers

All types of pavers Free estimates  
www.allstarpavers.com

## Stop Foreclosure Now

Free Consultation From Florida's #1 Law Firm for Foreclosure Defense.  
KELattorneys.com/Foreclosure-Info

Ads by Google

## Find Executives

Find South Florida  
Residential Real  
Estate contacts

See all South Florida  
contacts

## SITE SECTIONS

Small  
Business  
Center

Visit the Small  
Business Center

Sales &  
Marketing

Visit the Sales &  
Marketing Center

Daily  
Update

Sign up for the  
Daily Update

Company  
Watch

Contact the Editor Need Assistance? More Latest News

Print Email LinkedIn Yahoo! Buzz

## Most Read Stories

- BoFA wins \$19M foreclosure, files another
- Report: Fontainebleau loan faces default
- Nine indicted in elaborate mortgage fraud scheme
- Pfizer settlement to help combat Medicaid fraud
- Thousands appeal property taxes as budget hearings near

## Most Emailed Stories

- RealtyTrac: Florida holds on to No. 2 spot for foreclosures
- MBA: Delinquency rate on the rise
- Congress: Corporate Center faces foreclosure
- Obama's health care speech gets mixed reviews
- Apartment demand remains weak in Miami-Dade

## READER COMMENTS

(0) Comments

You must be logged in to add a comment. Please Login or Register.

## BUSINESS PULSE SURVEY

Are TARP funds spurring more business loans in South Florida?

## CITY GUIDE SPOTLIGHT - SOUTH FLORIDA



Attractions in South Florida  
Covetails in South Florida  
Hotels in South Florida

Home | For Sale | Amenities | Area Info

## **Tivoli Isles**

---



Delray Beach, Florida 33446

### ***Tivoli Isles - Sophisticated Active Adult Living in Delray Beach***

***Tivoli Isles in Delray Beach is HomeDevco's newest active adult community. This community will feature 315 architecturally inspired estate and single-family homes designed with a timeless and sophisticated European charm. The homes designs will range in size from 1,760 to 3,091 air-conditioned square feet, with 11 spacious single-story floor plans offering 3 to 4 bedrooms and 2-car garages.***

***Tivoli Isles will have everything you expect in a fine country club community, except for the equity fees! The community's social centerpiece will be the 22,000 square foot Tivoli Isles Club that will cater to residents and their guests with its heated grand resort-sized pool and spa area with cabanas, separate kiddie pool for the visting grandchildren, outdoor stage area, a grand ballroom with stage for theatric events and shows, gathering rooms, catering kitchen, arts and crafts room with kiln, card rooms, movie theater and billiards room with a sports bar. The full-time on-site lifestyle coordinator will ensure there are plenty of scheduled shows, trips and social functions to keep everyone's social calendar filled to the brim.***

***In addition, the community will feature a separate state-of-the-art Fitness and Tennis Center with weight machines, treadmills, recumbent bicycles, freeweights as well as an aerobics studios, a sauna, men's and women's locker rooms, and a fully stocked tennis pro shop and 6 lighted Har-Tru tennis courts.***

***Come see for yourself the unprecedented luxurious and sophisticated lifestyle Tivoli Isles has to offer. The community is conveniently located on the west side of 441 (SR-7) just north of Atlantic Avenue.***

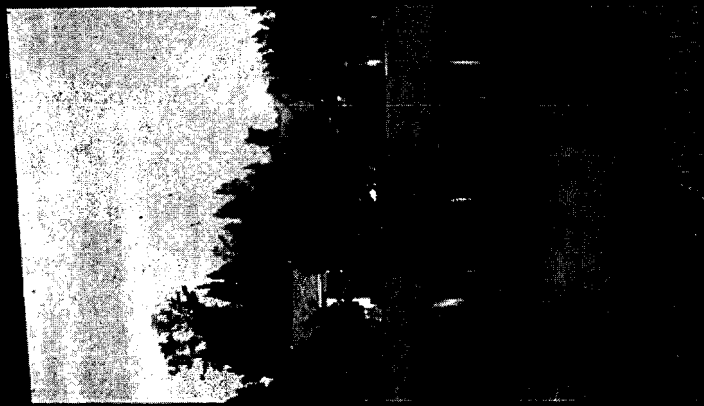
TivoliIslesDelrayBeach.com and Brenda Brooks are not affiliated with the community. Tivoli Isles located in Delray Beach, Florida  
All information provided through this site is deemed reliable but is not guaranteed and should be independently verified. Please note that prices are subject to change without notice.

Copyright 2006-2007



Exh. 6 Page 2

090



**CAUTION - INSTALLER  
(BEFORE OPERATING UNIT)**

1. BE SURE ALL CAUTION AND FIELD ELECTRICAL WORK IS DONE IN ACCORDANCE WITH ALL ELECTRICAL CODES AND ALL APPLICABLE ELECTRICAL CODES.

2. ON HEATING UNITS, THE THERMOSTAT MUST BE INSTALLED IN ACCORDANCE WITH THE THERMOSTAT INSTALLATION MANUAL.

3. FIELD WIRE MUST BE DESIGNED FOR CORRECT VOLTAGE AND WIRE SIZE.

4. ALUMINUM WIRE SHOULD BE RETIGHTENED PRIOR TO TURNING THE UNIT ON.

**ATTENTION - INSTALLEUR  
(AVANT D'OPERER L'APPAREIL)**

1. VEILLER QUE TOUTES LES RACCORDEMENTS ELECTRIQUES SE FONT EN ACCORD AVEC LES CODES ELECTRIQUES EN VIGUEUR ET AVEC LE MANUEL D'INSTALLATION.

2. SUR LES DISPOSITIFS DE CHAUFFAGE, LE THERMOSTAT DOIT ETRE INSTALLE EN ACCORD AVEC LE MANUEL D'INSTALLATION.

3. LES CABLES DE FIL DE CHAUFFAGE DOIVENT ETRE PROTEGES PAR UN TUBAGE PROTECTOR.

4. LES FILS EN ALUMINIUM DOIVENT ETRE RETENUS AVANT D'ALLUMER L'UNITE.

**ATENCIÓN - INSTALADOR  
(ANTES DE FUNCIONAR LA UNIDAD)**

1. ASEGURARSE QUE TODAS LAS CONEXIONES ELECTRICAS SE HAN HECHO EN ACCORD CON LOS CODIGOS ELECTRICOS EN VIGENCIA Y CON EL MANUAL DE INSTALACION.

2. EN LAS UNIDADES DE CALEFACCION, EL THERMOSTATO DEBE INSTALARSE EN ACCORD CON EL MANUAL DE INSTALACION.

3. LAS CONEXIONES DE CABLES DE CALOR DEBEN ESTAR PROTEGIDAS POR UN TUBO PROTECTOR.

4. LOS CABLES DE CORRIENTE NO DEBEN ESTAR EN CONTACTO CON LA UNIDAD.

5. NO DEBE AJUSTARSE LOS CABLES DE ALUMINIO ANTES DE ENCENDER LA UNIDAD.

U.S. GOVERNMENT PRINTING OFFICE: 1974

# ENERGY GUIDE

↓

Shows the Energy Efficiency of this Unit  
and How to Operate it Properly

**CAUTION:**  
DO NOT  
REPLACE  
THIS LABEL



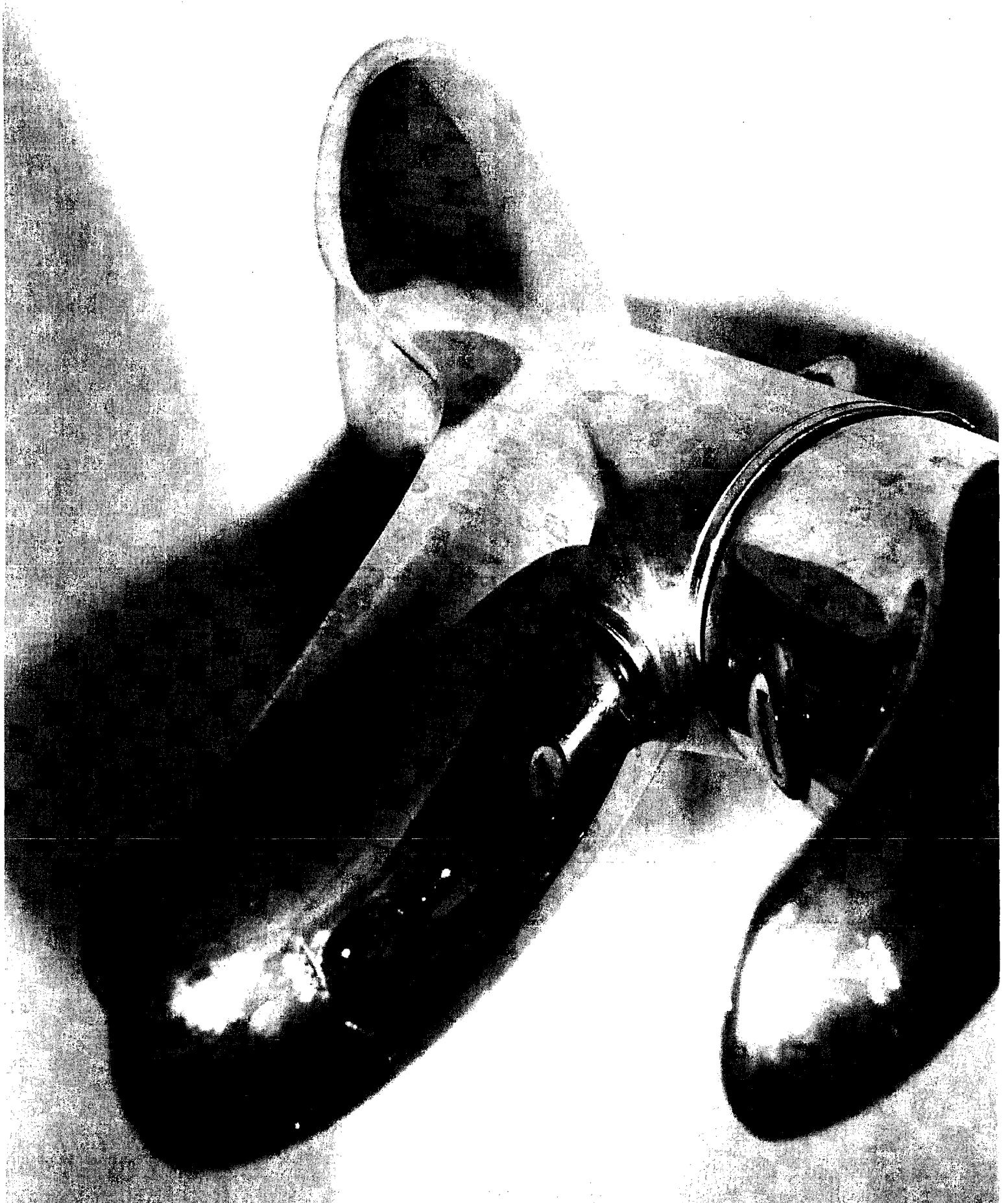
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Exh. 6

Page 1

Exh. 6 Pa



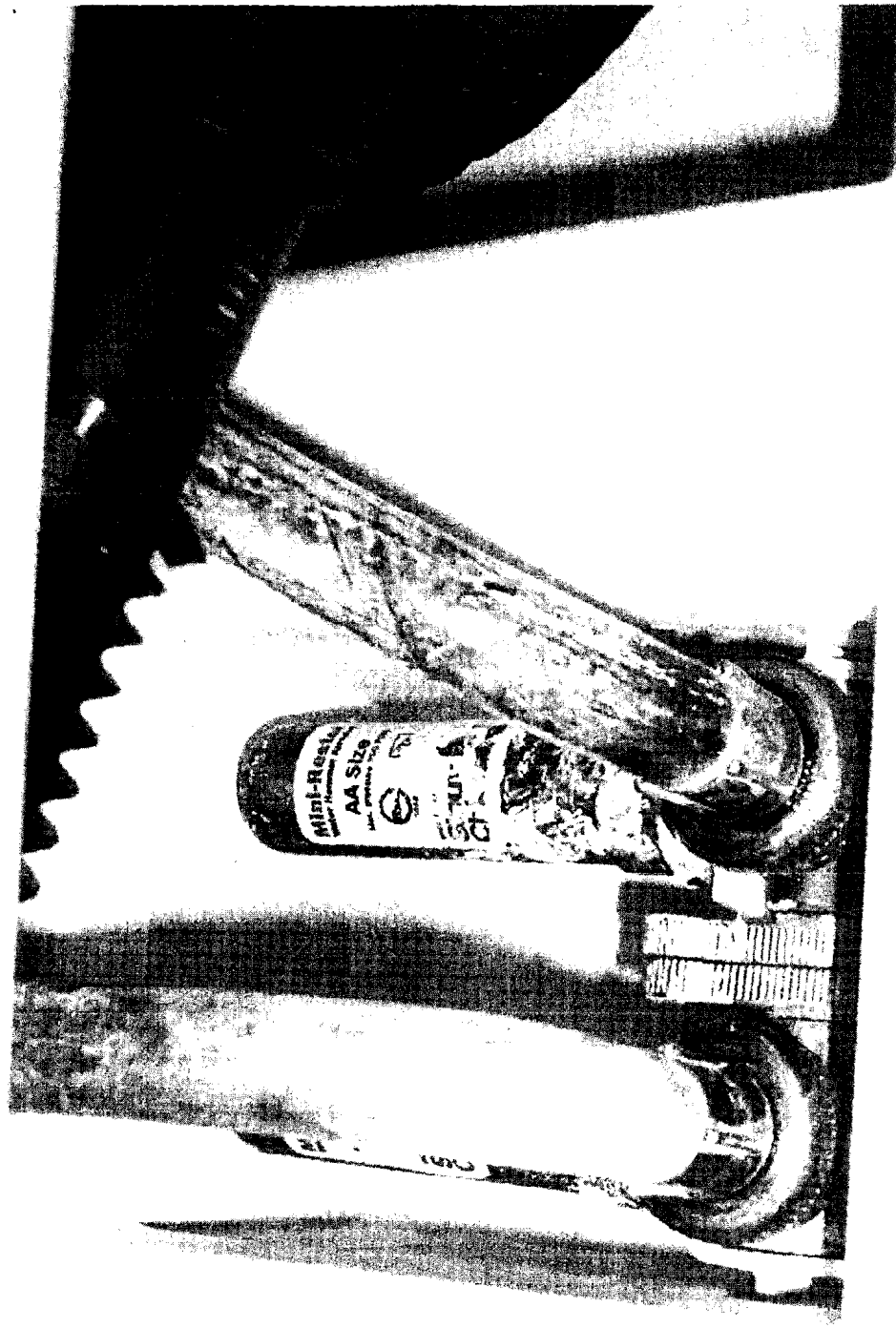




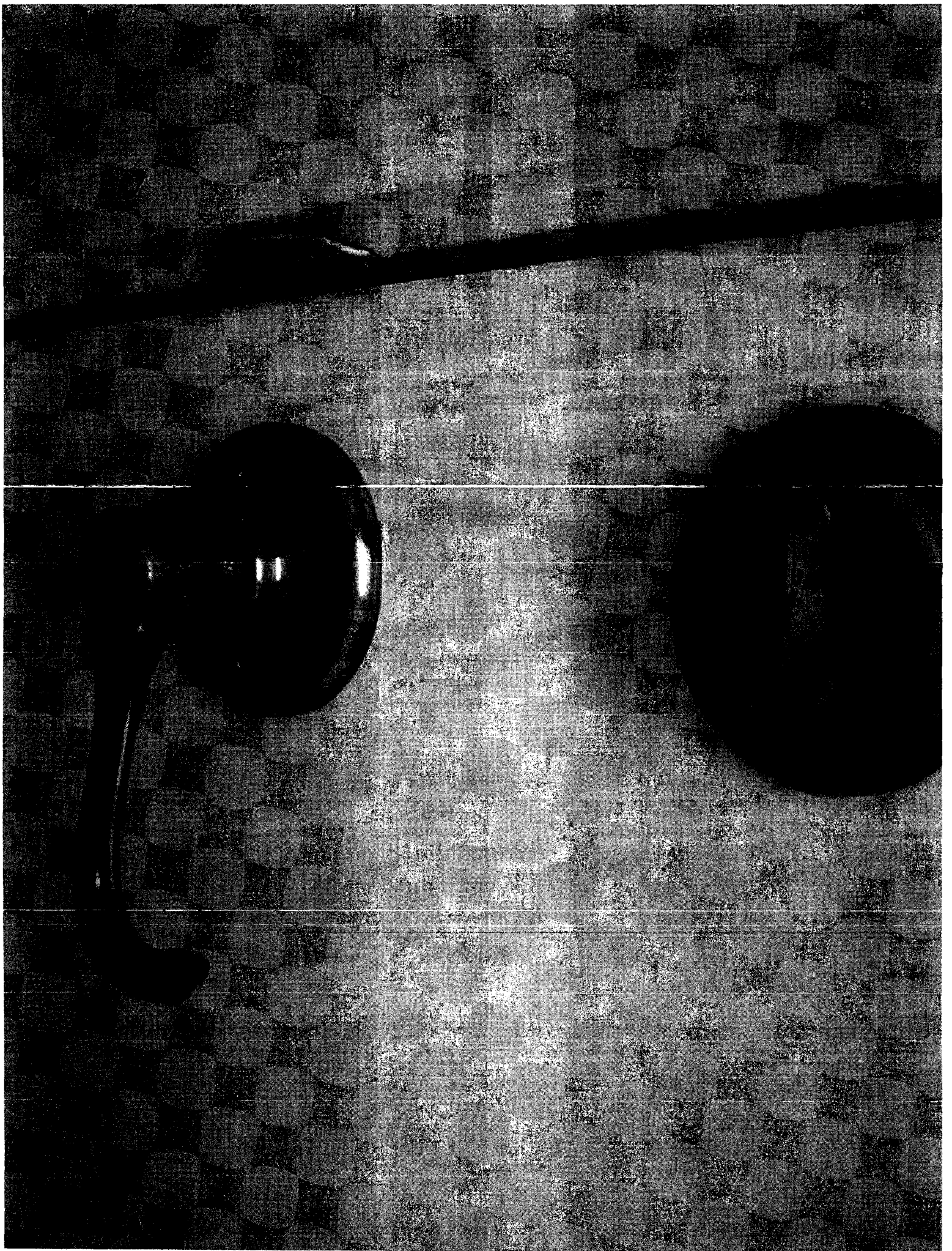




Exh. 6 Page 10 of 19





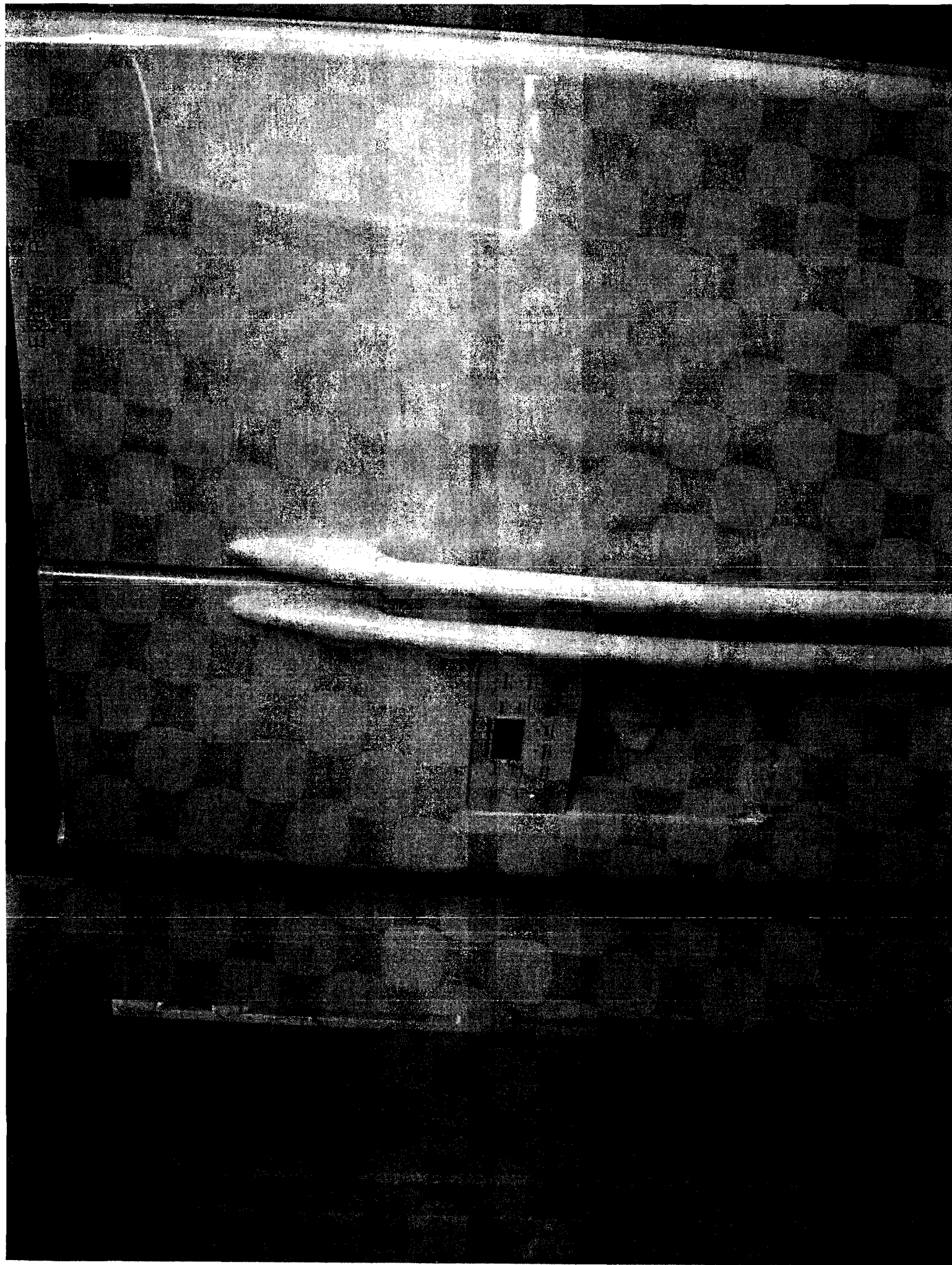




**EverKleen**  
*Self-Cleaning Water Heaters*

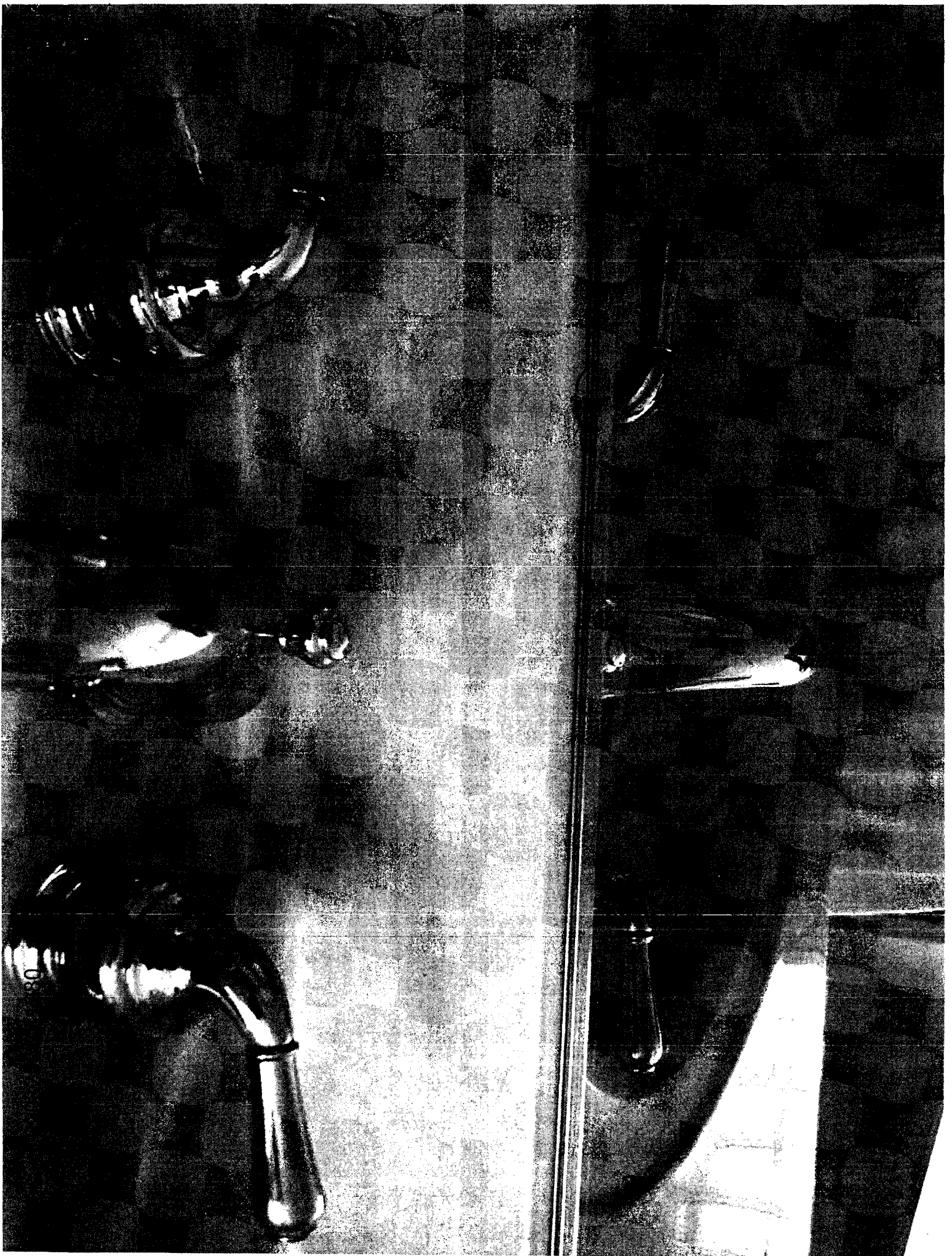
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BRIDGLAS  
PACEMAKER

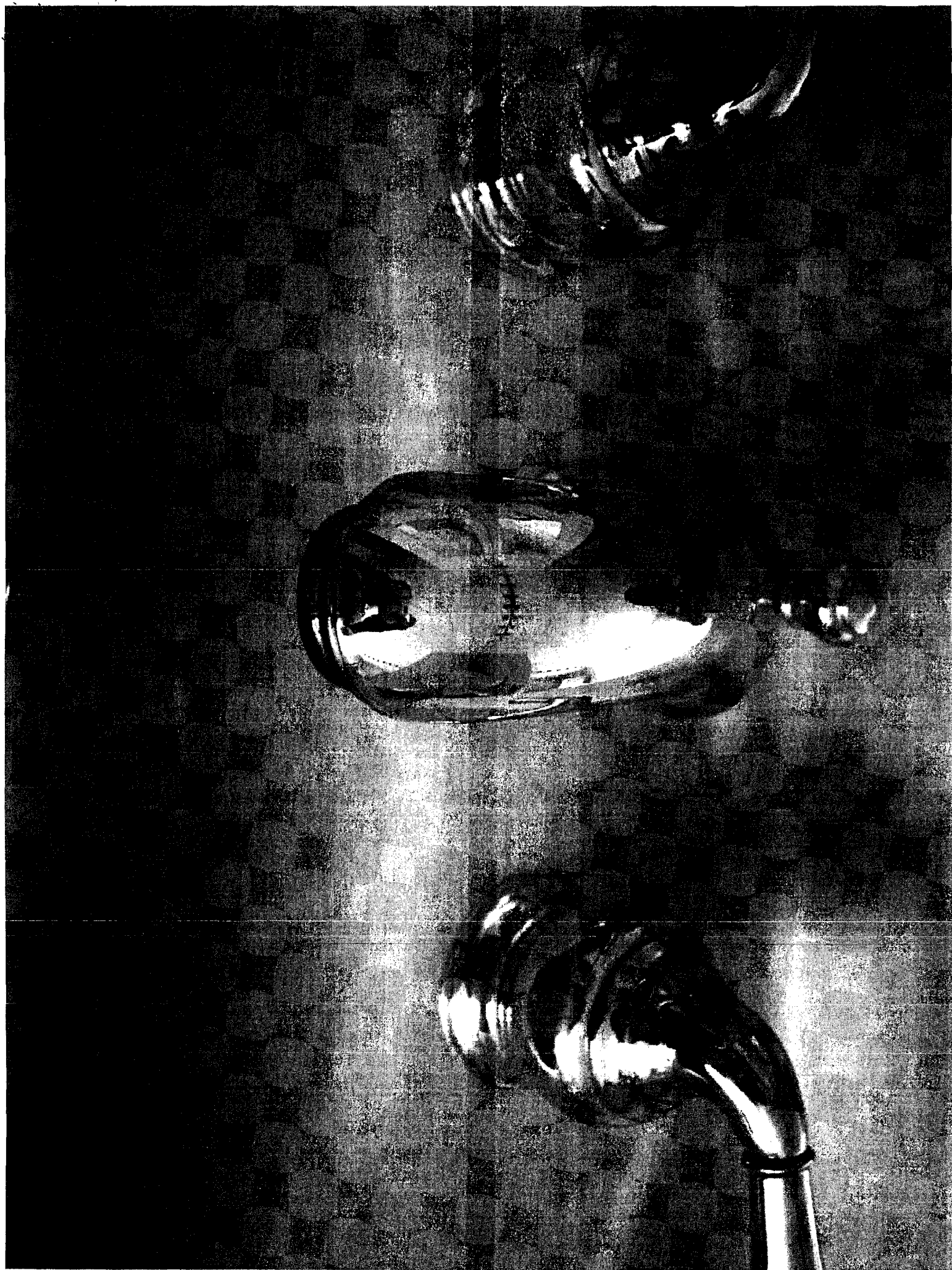
**EVERKLEEN**





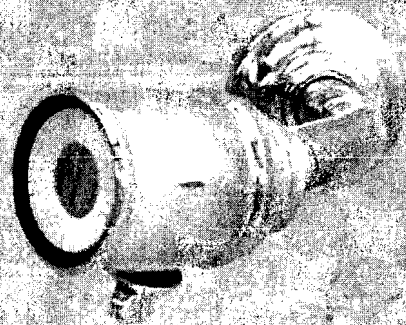












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Exh 7 Page 1 of 1

**Property Information**

Location Address: 14781 QUAY LN

[View Map](#)

Municipality: UNINCORPORATED

[Calculate Portability](#)

Parcel Control Number: 00-42-46-18-05-000-0670

[Proposed Tax Notice](#)

Subdivision: TIVOLI ISLES PUD

[Reverse Side Help](#)

Official Records Book: 21690 Page: 1471 Sale Date: Apr-2007

Legal Description: TIVOLI ISLES PUD LT 67

**Owner Information**

Name: WALSH JAMES PATRICK &amp;

[All Owners](#)

Mailing Address: 14781 QUAY LN

DELRAY BEACH FL 33446 9640

**Sales Information**

Sales Date	Book/Page	Price	Sale Type	Owner
Apr-2007	21690/1471	\$429,900	WARRANTY DEED	WALSH JAMES PATRICK &

**Exemptions**

Exemption Information Unavailable.

**Appraisals**

Tax Year:	2009 P	2008	2007
Improvement Value:	\$290,000	\$376,500	\$123,000
Land Value:	\$0	\$0	\$0
Total Market Value:	\$290,000	\$376,500	\$123,000

Use Code: 0130

Description: RESIDENTIAL

**Property Information**

Number of Units: 1

\*Total Square Feet: 2297

Acres: 0.1438

\* May indicate living area in residential properties.

All values are as of January 1<sup>st</sup> each year

P = Preliminary Values

**Assessed and Taxable Values**

Tax Year:	2009 P	2008	2007
Assessed Value:	\$290,000	\$376,500	\$123,000
Exemption Amount:	\$0	\$0	\$0
Taxable Value:	\$290,000	\$376,500	\$123,000

[Structure Detail](#)**Taxes**

Tax Year:	2009 P	2008	2007
Ad Valorem:	\$5,524	\$6,388	\$2,065
Non Ad Valorem:	\$356	\$330	\$33
Total Tax:	\$5,880	\$6,718	\$2,098

[Tax Calculator](#)[Details](#)[Tax Collector WebSite](#)

NOTE: Lower the top and bottom margins to 0.25 on File->Page Setup menu option in the browser to print the detail on one page.



**Doc No: I0980488A**

**Issue: 46**

**08/13/2009**

08/11/2009 16:33:48

Name = James P and Barbara A Walsh

Address = 5728 NW 127th Terrace

City = Coral Springs

State = Florida

Zip = 33076

Email = jpw1933@aol.com

Telephone = 954-815-4442

Name of Victim = James P and Barbara A Walsh

Victim's Address = 14781 Quay Lane

Victim's City = Delray Beach

Victim's State = Florida

Victim's Zip = 33446

Victim's Telephone = 954-815-4442

Incident Description = Chinese drywall in home Beijing New Building Materials Public Company (BNBM). Wife has cancer never lived in the house.

Victim's age at time of incident =

Victim's sex = male

Date of incident = 10/2006

Product involved = Chinese Drywall

Product brand name/manufacture = Chinese Drywall / Beijing New Building Materials

Manufacturer street address =

Place where manufactured (City and State or Country) = China

Product model and serial number, manufacture date =

Product damaged, repaired or modified = no

If yes, before or after the incident =

Description of damage, repair or modification =

Date product purchased = 10/2006

Product involved still available = yes

Have you contacted the manufacturer = no

If not, do you plan to contact them = yes

Name Release = Do not release name

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

CHINESE Manufactured Drywall exposed  
TO MOISTURE RELEASE VOLATILE Sulfur  
Compounds.

Florida Department of Health is  
Reviewing Reports of Concerns  
Related to China Manufactured  
Drywall.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

James P. Walsh  
Signature

8/18/2009  
Date



I request that you do not release my name.



You may release my name to the manufacturer but I request that you not release it to the general public.



You may release my name to the manufacturer and to the public.



1. Task Number 090520CBB2638		2. Investigator's ID 2147		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2005 01 01	5. Date Initiated YR MO DAY 2009 05 22		
6. Synopsis of Accident or Complaint UPC 081099000355  A 37 year old female reported that her family has experienced health problems and that electrical products in her home have malfunctioned. The complainant's house was renovated in 2004/2005 and she believes drywall that was installed during the renovation may be the cause of the problems. The family moved out of the house in 2008 because of health concerns.  <div style="text-align: right;"> <b>MFR/PRVLBR NOTIFIED</b>  COMMENTS: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED  <input type="checkbox"/> EXCISIONS/FOIA EXS. <input type="checkbox"/> :  <input type="checkbox"/> DO NOT RE-NOTIFY <input checked="" type="checkbox"/> RE-NOTIFY <div style="border: 1px solid black; padding: 2px; display: inline-block;">(b)(3):CPSA Section 25(c)</div>  <div style="border: 1px solid black; padding: 2px; display: inline-block;">(b)(3):CPSA Section 6(b)</div>  <i>WVC 5/20/10</i> </div>				
7. Location (Home, School, etc) 1 - HOME		8. City MACON		9. State GA
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name USG SHEETROCK		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNITED STATES GYPSUM COMPANY 125 South Franklin Street Chicago, IL 60606-4678				
11A. Second Product 1876 - H		11B. Trade/Brand Name (b)(3):CPSA Section 6(b)		11C. Model Number UNKNOWN
11D. Manufacturer Name and Address (b)(3):CPSA Section 6(b)				
12. Age of Victim 41	13. Sex 1 - Male	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 71 - Other	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 19 / 4	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 06/03/2009	25. Reviewed By 9085		26. Regional Office Director Dennis R. Blasius	
27. Distribution Rose, Blake; Woodard, Dean; Blasius, Dennis			28. Source Document Number I0950711A	

This investigation was initiated as a result of an internet complaint filed with the Consumer Product Safety Commission (CPSC) on May 19, 2009. The complainant, a 37 year old female, reported that her family has experienced health problems and that electrical products in her house have malfunctioned. The complainant's home was renovated in 2004/2005 and she believes drywall that was installed during the renovation may be the cause of the problems. The family moved out of the house in 2008 because of health concerns. The complainant was interviewed outside of the incident home on May 27, 2009.

### House Construction

The incident brick house is a one-story single family residence that was built in 1959. The ranch style home sits on a partial daylight basement and has approximately 1,700 square feet of heated living space.

The house is equipped with a natural gas hot water heater and a natural gas central heating system. All other appliances are electric.

The complainant and her family moved into the house in 1996. On April 22, 2004, a fire damaged the home. The fire started when a can of spray paint fell in a carport utility room and was punctured. The nearby natural gas water heater ignited the paint fumes. The complainant believed that the house was a total loss due to fire, smoke, and fire suppression damage. However, her homeowner's insurance company determined that the house was repairable and did not provide enough funds to totally rebuild the house.

The complainant, acting as her own general contractor, renovated the interior of the house (including the basement). The interior wood studs were replaced. The wood studs around the exterior of the house were sealed with primer and remained in place. New drywall was installed in the walls and ceilings throughout most of the house. The complainant estimated that 12 square feet of the original drywall was not removed in the kitchen/laundry room area.

The complainant purchased the new drywall from a home improvement retailer in a nearby town (a closer store of the same retailer was out of stock). On December 19, 2004, she purchased 150 pieces of ½" x 4' x 12' drywall. On January 3, 2005, she purchased 22 pieces of ½" x 4' x 8' water resistant drywall (see purchase receipts found as Exhibits C and D). The complainant believes a small quantity of additional drywall was later purchased from the same retailer but she could not provide a receipt. A sub-contractor installed the drywall. The water resistant drywall was installed along the bottom four feet of the walls in the basement.

The electrical system throughout the house was replaced as well as much of the plumbing. New appliances, wall receptacles, light fixtures, cabinets, etc. were

also installed. New carpet was placed in most of the house (except the kitchen, bathrooms, hallway, and part of the basement) and the walls were painted.

The exterior bricks of the house were discolored in the fire and the complainant was unable to clean them. Consequently, the bricks were sealed with a primer and covered with vinyl siding.

The complainant estimated that one third of the roof was replaced. The wood in the rest of the roof was blackened in the fire but not replaced. The wood was sealed with a primer.

The renovation was completed in May of 2005 and the family moved back into the house at the end of the month. The home was occupied by the complainant (a 37 year old female), her husband (41 years old), three children (a 9 year old male, 11 and 13 year old females), and the complainant's mother (70 years old). The ages in parentheses are the ages of the individuals as of the on-site interview. There were no pets present in the house.

The complainant estimated that later in 2005 is when she first noticed an odor in the house. She described it as an old, musty, sulfuric, vinegar smell. At first the odor was worse during the summer months, but more recently (in 2007 and 2008) became more persistent year round. The odor was present throughout the house and was noticeable at all times, not just when the house had been shut up. A heating/air conditioning technician visited the house in 2005 and determined that the odor was not coming from the central heating/air conditioning system (see Exhibit E).

### Health Effects

After moving back into the renovated house, family members began to experience various health problems that they had not suffered from previously. The complainant believes that many of the adverse health issues began in 2006 and worsened over time. She reported the following list of health problems (approximate dates of on-set or diagnosis, if known, are in parenthesis and ages are as of May 2009):

9 year old male: stomach ache, headache, nausea, acid reflux (August 2007), diagnosed with Ketoacidosis (hospitalized with type one diabetes and is currently insulin dependent, October 2007), uncontrollable blood sugar levels

11 year old female: stomach aches, headaches, tiredness, skin rashes, and little energy, bloody nose during sleep (once)

13 year old female: skin rashes, headaches, tiredness, stomach aches, constipation

37 year old female: tiredness, heaviness/pressure in chest (2006), sinus infection (2007), numbness in upper and lower extremities, limbs would go to sleep during the night (2008), heavy or hard sleeping, gas, bloating, lower back pain in kidney area, respiratory discomfort (asthma-like), constipation

41 year old male: tiredness, headaches, uncontrolled muscle drawing in hands and cramps in legs/hands (2008), finger numbness/tingling (2008), chest discomfort, constipation, irritated itchy eyes

The complainant's mother suffered from rheumatoid arthritis and diabetes prior to 2005. Her health deteriorated after moving into the house (including respiratory problems, uncontrollable blood sugar levels, and losing approximately 25 pounds). She moved into an assisted living facility around November of 2006 and her health somewhat improved over time. She later moved to a retirement community.

The complainant reported several instances when visitors to the house suffered unexplained symptoms including:

The complainant's 39 year old brother told her that he suffered from burning eyes and sinus problems during weekend visits to the house (dates unknown). He did not have these problems while away from the house. He stayed in the basement during his visits. The complainant placed a humidifier in the basement in an attempt to mitigate the problem but she does not know if it helped.

On one occasion the complainant's mother-in-law began to feel poorly and needed to go outside for fresh air (date unknown).

In late 2007 or in 2008 an aunt of the complainant's husband had a rapid heartbeat, clammy skin, and almost fainted at the house.

The complainant began to home school her son in September of 2007 because of the health problems associated with his soon to be diagnosed diabetes. The two female children started home school in October of 2008 because of their severe allergies. The complainant's youngest daughter developed allergies after the renovation but her son and older daughter had allergies beforehand. The complainant believes that school food played a role in the children's allergies. She reported that their skin related problems (including eczema) improved after starting home school but that other complaints (headaches, ill feelings, etc.) increased. She believes that the additional time spent in the house by the children for home school was detrimental to their health.

The complainant visited her physician in 2006 for "heaviness" or pressure in her chest in addition to heart palpitations. She did not receive a diagnosis or

treatment. She tried using dietary supplements and natural remedies but believes that being out of the house more (she started going to school) helped her feel better. She continued to have these symptoms off and on until she moved out of the house. She suffered from a severe sinus infection in 2007 that required her to receive a shot.

In 2008, the complainant visited her physician for numbness problems. She would regularly (approximately three times per week) wake up in the night with one or more of her extremities asleep. On one occasion her leg and pelvis were both asleep. She did not receive a diagnosis or treatment. Her physician recommended a nerve study but she did not have one completed.

Since moving out of the house, the complainant has only experienced similar numbness on two occasions. They both occurred on nights when her husband had been at the house during the day. She believes these episodes were caused by residual odor from the house in her husband's clothes. She now makes him promptly wash his clothes when he has been at the house.

The complainant's medical records were requested but have not been received.

The family members physical symptoms lessened when they were away from the house and returned once they were home again. It was not until 2008 that the complainant became aware that she and her family members felt better when they were away from the house. She could not estimate how quickly symptoms subsided and returned in association with being in or out of the house on a daily basis.

The complainant and her three children moved out of the house and into an apartment in early November of 2008. Her husband did not move out until mid to late December of 2008. He did not feel that there was a problem with the house and continued to primarily live there. However, after the medical issue discussed in the next paragraph, he reconsidered and eventually decided he should join his family in the apartment.

On November 24, 2008, (after the rest of the family had moved out), the complainant's husband was taken to the emergency room after spending three or four days in the house. The complainant went over to the house and found that her husband was suffering from tightness in his chest, leg and hand cramps, and numbness/tingling in the tips of his fingers. His finger numbness/tingling had been present for several months but had recently intensified. That day her husband's fingers had also begun to draw away from each other (separate) involuntarily. He was transported by emergency response personnel to a nearby hospital. The hospital ran numerous tests but no cause was identified (although he was diagnosed with microscopic hematuria, see Exhibit H). He has been in and out of the house on many occasions since moving out in December of 2008 without incident. However on Saturday, May 30, 2009, he went back to the



house to move some things. By late Sunday/early Monday he experienced numbness/tingling in his fingertips again.

The complainant was in and out of the house over the next several months after she moved. She estimated that her symptoms generally lessened 24 to 36 hours after being out of the house and reappeared four hours after returning to it. The complainant considered herself to be the most sensitive member of the family to the conditions in the home.

On May 24, 2009, the complainant went into the house wearing a dust particle respirator. She was in the house for about 15 minutes. Within half an hour she became "gassy". Three to four hours later she felt bloated, nauseous, light-headed, clammy, and experienced a rapid heartbeat. She went to sleep and felt better the next day. The complainant decided that she will no longer go into the house.

#### Electrical and Corrosion Complaints

In addition to health issues, the complainant also reported problems with items in the house that began around the year 2006. She reported flickering lights (mostly on the main floor), circuit breakers tripping for no apparent reason, buzzing noises at light switches that have dimmers, short-lived light bulbs, and plugs that were warm to the touch (the wall receptacles and the light switches themselves were not unusually warm). She did not report any unusual odors (other than the odor that permeated the entire house) in the vicinity of any wall receptacles, switches, or light fixtures.

The complainant installed several compact fluorescent lights in an effort to extend the life span of light bulbs in the house. However, these lights appeared to smoke once installed and were removed for fear of starting a fire.

The recessed lights in the kitchen would regularly go out after being on for about 15 minutes. The complainant would turn the light switch off for a couple of minutes before turning the lights back on.

The smoke alarms in the home are hard-wired with a battery back-up. The complainant feels that the batteries are short-lived but did not report any other problems with the smoke alarms.

In 2007 the motion floodlights around the exterior of the home began to malfunction. The floodlights are hardwired into the electrical system and the motion sensors are battery powered. The lights would come on for no apparent reason, they would blink on and off, and sometimes they would not turn off when they should (after a set amount of time). The motion sensors also had problems with short-lived batteries.

In 2008 the ground fault circuit interrupter (GFCI) wall receptacles (both interior and exterior) around the house began to trip for unknown reasons.

Several problems were reported with the home's central heating/air conditioning unit. The unit was installed during the renovation and it is located entirely outside of the house (referred to as a single outdoor package). The complainant specifically denied having any part of the unit inside of the house and this investigator did not observe any indoor heating/air equipment during a walk-through of the house.

In January of 2006 the digital thermostat and the heat relay were replaced. The technician recommended increasing the size of the transformer in the unit because it was not sending the proper voltage to the thermostat. The complainant did not replace the transformer. In December of 2008 the unit's pilot light igniter was replaced after the complainant smelled gas.

The air conditioner has never been recharged with refrigerant. However, the complainant reported that she was told by a service technician that there were holes in the evaporator coils of the air conditioning unit (which is located outside of the house).

The complainant never received an explanation concerning the cause of any of the heating/air conditioning unit's problems. Three service orders regarding the heating/air system are attached as Exhibit I.

The complainant's electric cook top, installed in November of 2004, malfunctioned in 2007 or 2008. The complainant had previously noticed that when the right rear burner was turned to "low" it would actually heat to "high". The control knob for that burner was removed from the cook top. On an unknown date in 2007 or 2008, the complainant's husband decided to use the right rear burner again so he put the control knob back on. The area around the knob began sparking when he turned the burner on. He was not injured and the complainant thinks the circuit breaker may have tripped. The entire cook top was replaced under warranty with a similar unit.

The complainant reported only one instance of a product blackening in the home. The frame around a mirror that she removed from the living room of the house in late 2008 or in 2009 appeared to her to be unusually tarnished. She used a cleaner and rag to remove the tarnish and the rag quickly turned black.

The complainant advised this investigator that an identical mirror and frame were still in the incident house in one of the children's bedrooms. Per the complainant's suggestion, I removed the mirror from the wall and brought it outside for examination (the complainant would not enter the house). The complainant said it appeared to look tarnished like the other frame. She unsuccessfully attempted to wipe what she thought was tarnish from the frame

with a dry cloth. The frame on the mirror appeared to be made of wood. The wood appeared to have been painted a metallic gold/silver color with additional black accents painted on. When I informed the complainant that the frame was probably made of wood, she agreed and determined that the cleaner she used on the other mirror was likely removing the paint and causing the rag to turn black.

She did not report any signs of corrosion or pitting on pipes, faucets, light fixtures, jewelry, etc.

Some of the furniture in the house had been relocated to the complainant's apartment when she moved. She had the upholstered furniture professionally cleaned to remove the offensive odor of the house. She threw away one of her daughter's mattresses because of the odor. The complainant brought some of the children's furniture to the apartment and cleaned it herself but it still made the children feel ill for a short period. She is concerned that bringing more items from the house to the apartment will cause additional adverse health reactions.

#### Examination of the House

During the on-site visit, the complainant unlocked a door and allowed me to examine the interior of the house. She would not go inside because of health concerns. The house was still full of personal effects and furniture.

The hot water heater and the circuit breaker panel were locked in a carport utility room. The complainant did not have the key. She contacted her husband in an effort to obtain the key. He stated that he was going to come to the house but had not arrived after one hour. Therefore, the water heater and the circuit breaker panel were not examined.

I examined the exposed wires behind several wall receptacles and light switches in the living room, kitchen, and basement. The wires were not corroded. Examination of the wires was limited because electricity could not be turned off to the switches and receptacles (the circuit panel was not accessible).

The copper on a coaxial cable and from speaker wires coming out of the wall in the living room were not corroded. None of the metal light switch plates located throughout the house appeared corroded, blackened, or pitted. Fixtures in the kitchen were examined and none showed evidence of pitting, blackening, or corrosion.

One toilet water supply valve located in a bathroom near the kitchen and living room appeared corroded. No other metal objects in the bathroom showed evidence of pitting, blackening, or corroding. Similar toilet water supply valves in other bathrooms had little to no corrosion and did not show evidence of pitting or

blackening. No other bathroom fixtures that were examined appeared corroded, blackened, or pitted.

An outlet wiring tester was placed in several wall receptacles in the house. They appeared to be wired properly. The test button of a GFCI wall receptacle in the kitchen appeared to function properly.

The drywall in a basement bathroom was examined for markings. The back of the drywall (floor to ceiling) on one small wall was accessible from an unfinished part of the basement. No markings of any kind were visible on the exposed drywall (see Exhibit B photos 2 and 3). The unfinished basement area was damp and had a hole in the ground with standing water in it (a sump pump may have been in the water).

I entered the house's low height attic and found that it had been largely covered with plywood and used for storage. Blown insulation around the edge of the plywood flooring was moved aside in several locations but no markings of any kind were visible on the back of the ceiling drywall.

I did not note any unusual odors in the house. However, I was suffering from allergies at the time of the examination and my sense of smell was impaired.

#### Other

The complainant reported that mold or mildew was discovered on some baseboards in the basement in 2008. A section of baseboard, estimated by the complainant to be six feet in length, was removed and mold or mildew was discovered growing on the moisture resistant drywall. The complainant estimated that a one foot by two foot section of drywall was removed and the accessible area between the exterior and interior walls was sealed. She could not recall how the area was sealed (foam sealant, a plastic barrier, etc.).

No outside experts or professionals (other than heating/air conditioning technicians) have visited the house to investigate the cause of the various health and electrical problems. The complainant believes that the source of the problems in her home may be the drywall. She has not contacted the drywall retailer or manufacturers.

The complainant contacted several government agencies for assistance including her county health department, the Environmental Protection Agency, and the Occupational Safety and Health Administration. These entities advised her that she needed to arrange for professional help on her own. She was not able to provide any names, dates, or specific information about these contacts. She contacted CPSC after discovering reports of similar problems blamed on imported drywall in Florida.

In early to mid-May of 2009, the complainant spoke with a representative of her homeowner's insurance company and explained the situation. The representative did not offer any solutions and mentioned that they were not her insurance carrier at the time the drywall was installed.

The complainant's next door neighbor moved out due to health problems several months ago. The neighbor's home was renovated around the same time as the complainant's home. The complainant was not sure if the neighbor's health problems and home renovation are related. She is not aware of any community action in regards to drywall issues.

The complainant is not sure of her short or long term plans with the house. The family is trying to cope with the financial burden of paying their mortgage and apartment rent as well as two sets of utilities. She is afraid to bring any more of her personal belongings from the house to her apartment because the odor makes her ill.

She agreed to provide a sample of the home's drywall to CPSC if requested in the future.

On May 27, 2009, a visit was made to a location of the retailer where the drywall was purchased (note that this is the same retail chain but not the same location where the complainant bought her drywall). Consumer Product Safety Commission credentials and a Notice of Inspection were presented to the manager on duty. In addition to the manager on duty, an assistant manager, the store manager, and a district operations manager were asked about any similar complaints regarding drywall. They were not aware of any similar consumer complaints. One of the product SKUs found on the complainant's purchase receipts (150 pieces of 1/2" x 4' x 12' drywall) was located in the store and the manufacturer information was recorded. The managers checked the SKU for the water resistant drywall in their computer system. It returned as "item not found" at the store as well as at the store where the incident drywall was purchased. The managers believe this means that the SKU is not likely sold in the region.

## **PRODUCT DESCRIPTION / LABELING**

### **Drywall (A)**

The product is 1/2" x 4' x 12' drywall. The purchase receipt lists the product SKU (b)(3):CPSC. The SKU was located at the retailer and was found to be (b)(3):CPSC brand. (b)(3):CPSC Section 6(b)

The product found at the retailer was labeled in part:

(b)(3):CPSC Section 6(b)

(b)(3):CPSA Section 6(b)

Ma

150 pieces of drywall were purchased on December 19, 2004, for \$10.12 each from:

Home Depot  
2620 Watson Blvd.  
Warner Robins, GA 31093  
(478) 923-4594

SKU 258-377 was found for sale at the following retailer on May 27, 2009:

Home Depot  
4635 Presidential Parkway  
Macon, GA 31206  
(478) 477-0266

### Drywall (B)

The product is ½" x 4' x 8' water resistant drywall. No markings were located on the drywall in the incident house. The (b)(3):CPSA Section 6(b) found on the purchase receipt was not located in the retailer's computer system. However, the complainant reported that the product was manufactured by (b)(3):CPSA Section 6(b)

22 pieces of drywall were purchased on January 3, 2005, for \$10.29 each from:

Home Depot  
2620 Watson Blvd.  
Warner Robins, GA 31093  
(478) 923-4594

Manufacturer:

(b)(3):CPSA Section 6(b)

(b)(3):CPSA Section 6(b)

### Cook Top

The incident product is a **Jenn-air** brand cook top, model JEC8536ADF. The electric, smooth surface unit was installed new on November 11, 2004. No further identifying information was provided.

#### Manufacturer:

Jenn-Air Brand Home Appliances  
Customer eXperience Center  
553 Benson Road  
Benton Harbor, MI 49022-2692  
(800) Jenn-Air  
[www.jennair.com](http://www.jennair.com)

### Heating / Air Conditioning Unit

The incident product is a **Ruud** brand central heating/air conditioning unit. The single outdoor package system was installed during the renovation. The entire unit is located outside of the house. No further identifying information was provided.

#### Manufacturer:

Ruud  
5600 Old Greenwood Road  
Post Office Box 17010 (72917-7010)  
Fort Smith, Arkansas 72903  
(479) 646-4311  
[www.ruudac.com](http://www.ruudac.com)

## **ATTACHMENTS**

- Exhibit A - List of Respondents
- Exhibit B - Photographs (12)
- Exhibit C - Purchase Receipt (December 19, 2004)
- Exhibit D - Purchase Receipt (January 3, 2005)
- Exhibit E - Statement from AC Technician Concerning Odor
- Exhibit F - Medical Records - 9 Year Old Male (Reflux)
- Exhibit G - Medical Records - 9 Year Old Male (Diabetes)
- Exhibit H - Medical Records - 41 Year Old Male
- Exhibit I - Heating/Air Service Orders
- Exhibit J - Cook top Warranty
- Exhibit K - Notice of Inspection
- Exhibit L - Release of Name
- Exhibit M - Missing Document Form



## **LIST OF RESPONDENTS**

### **COMPLAINANT**

- Adrianna Gantt  
1720 Winston Drive  
Macon, GA 31206  
(478) 254-2969  
dgantts@cox.net

May 22, 2009

Currently living at:

312 Juniper Lane  
Macon, GA 31220

### **HOSPITAL**

- Unknown Representative  
Medical Records - Release of Information  
777 Hemlock St  
Macon, GA 31201-6884  
(478) 633-1067

May 22, 2009

### **RETAILER**

- Art Wright, Manager on Duty
- Gina Defranco, Assistant Manager
- Calvin Martin, Store Manager
- Mike George, District Operations Manager  
Home Depot  
4635 Presidential Parkway  
Macon, GA 31206  
(478) 477-0266

May 27, 2009

### **PHYSICIAN'S OFFICE**

- Maggie (last name unknown)  
Macon Family Health Center  
1051 Pio Nono Avenue  
Macon, GA 31204  
(478) 755-8400  
(478) 755-10730 fax

May 27, 2009

HEATING / AIR (contacted by the complainant)

- Adam Guesin, Service manager  
Air Temperature Control, Inc.  
7067 Cochran Field Road  
Macon, GA 31216  
(478) 784-1109

Unknown date in 2005

INSURANCE (contacted by the complainant)

- Mary (last name unknown)  
Allstate  
4917 Suite-B Mercer University Drive  
Macon, GA 31210  
(478) 474-8785

Early to Mid-May 2009

Photo 1: View of the incident house.



Photo 2: View of the back of drywall installed in the basement bathroom. No markings of any kind were visible on the drywall.

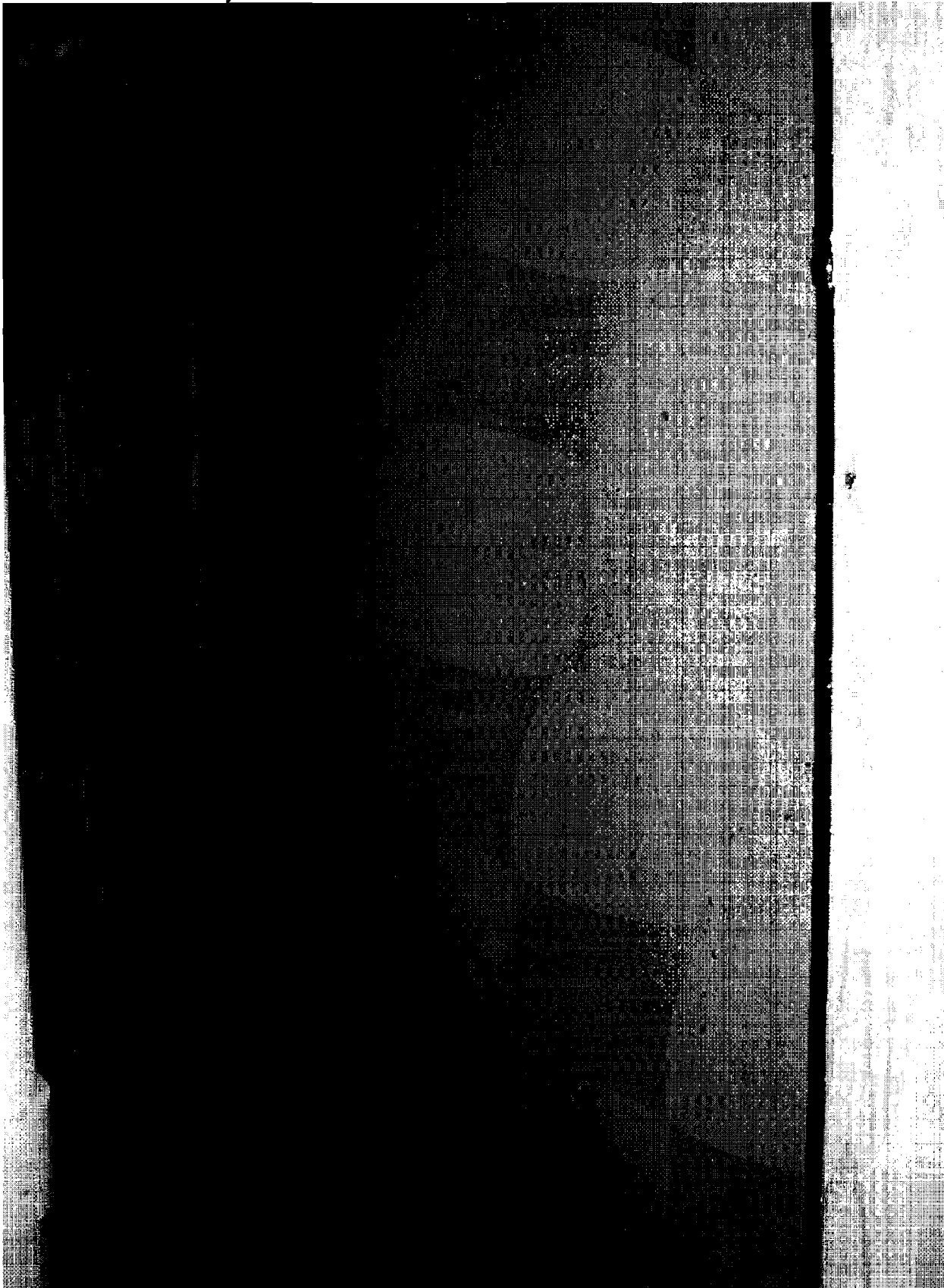


Photo 3: View of the back of additional drywall installed in the basement bathroom. No markings of any kind were visible on the drywall.



Photo 4: View of the attic space. Insulation around the edge of the plywood flooring was moved aside in several locations but no markings of any kind were visible on the drywall. Note that the wood that forms the roof has been sealed with primer (from the 2004 fire).

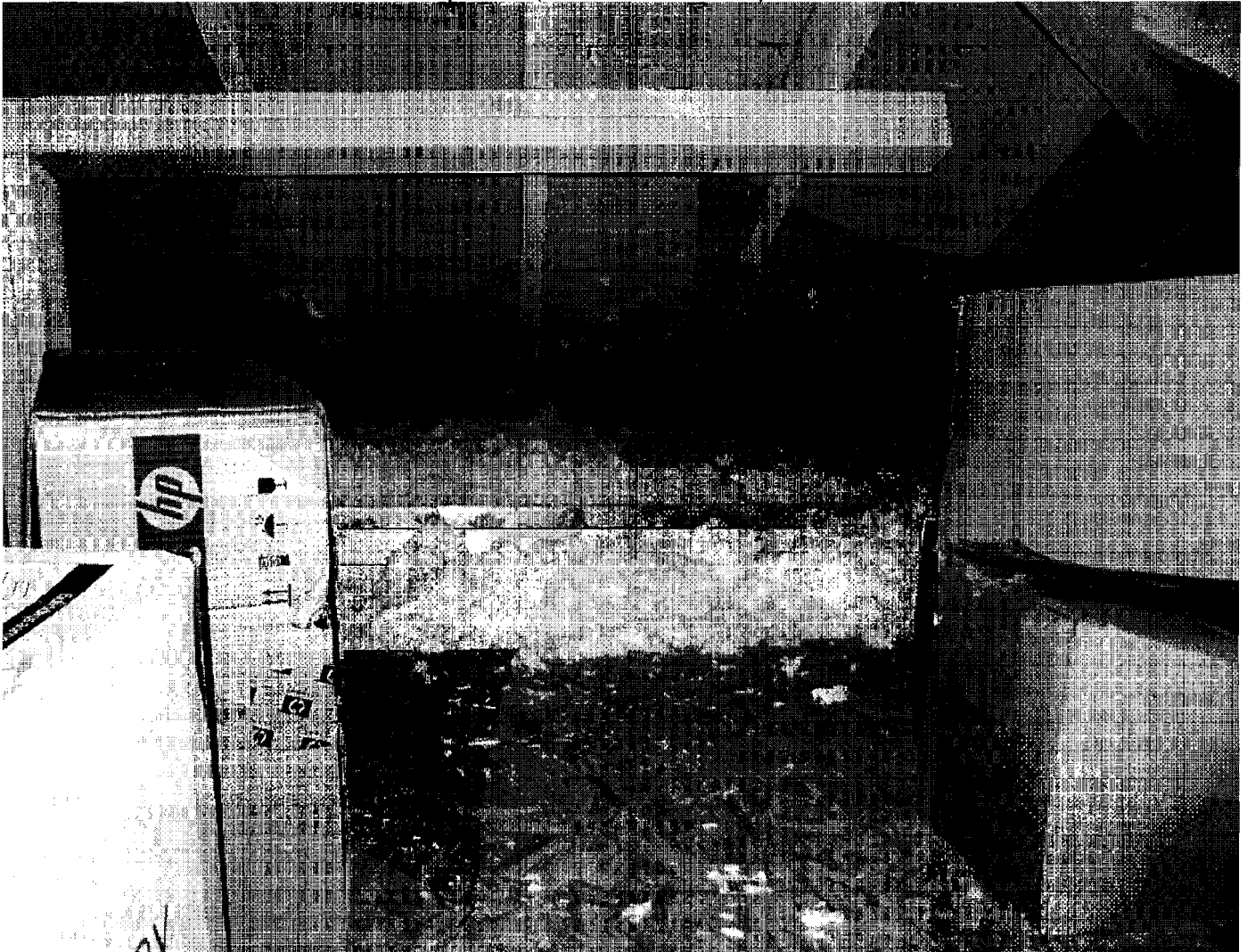


Photo 5: View of the attic space. Insulation around the edge of the plywood flooring was moved aside in several locations but no markings of any kind were visible on the drywall. Note that the wood that forms the roof has been sealed with primer (from the 2004 fire).





Photo 6: View of a corroded toilet water supply valve located in a bathroom near the kitchen and living room. No other metal objects in the bathroom showed evidence of pitting, blackening, or corrosion.





Photo 7: View of a mostly uncorroded toilet water supply valve located in a bathroom off of the hallway.

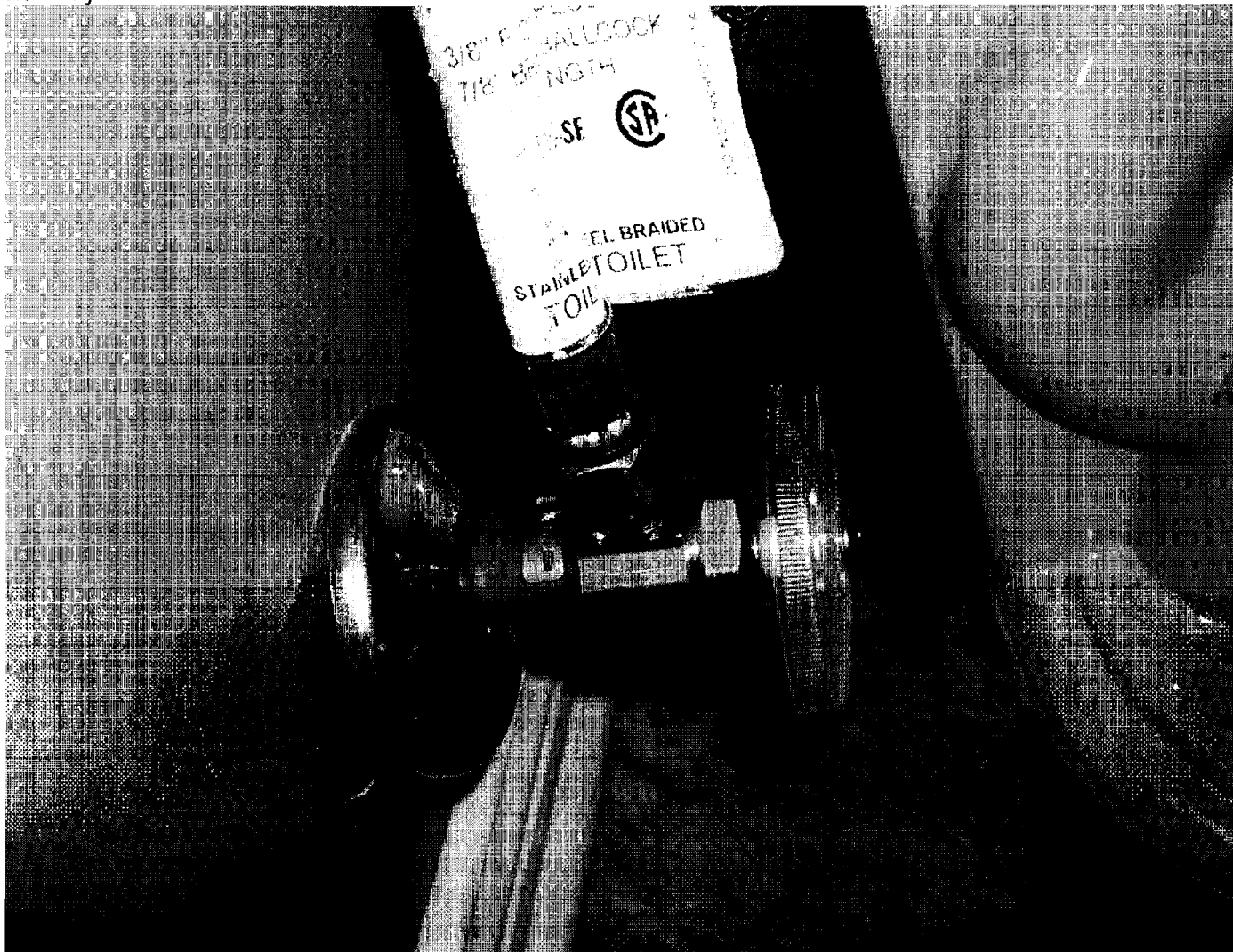


Photo 8: View of exposed copper wires in a living room wall receptacle. The wires did not appear blackened or corroded (the receptacle and wires are speckled with paint).

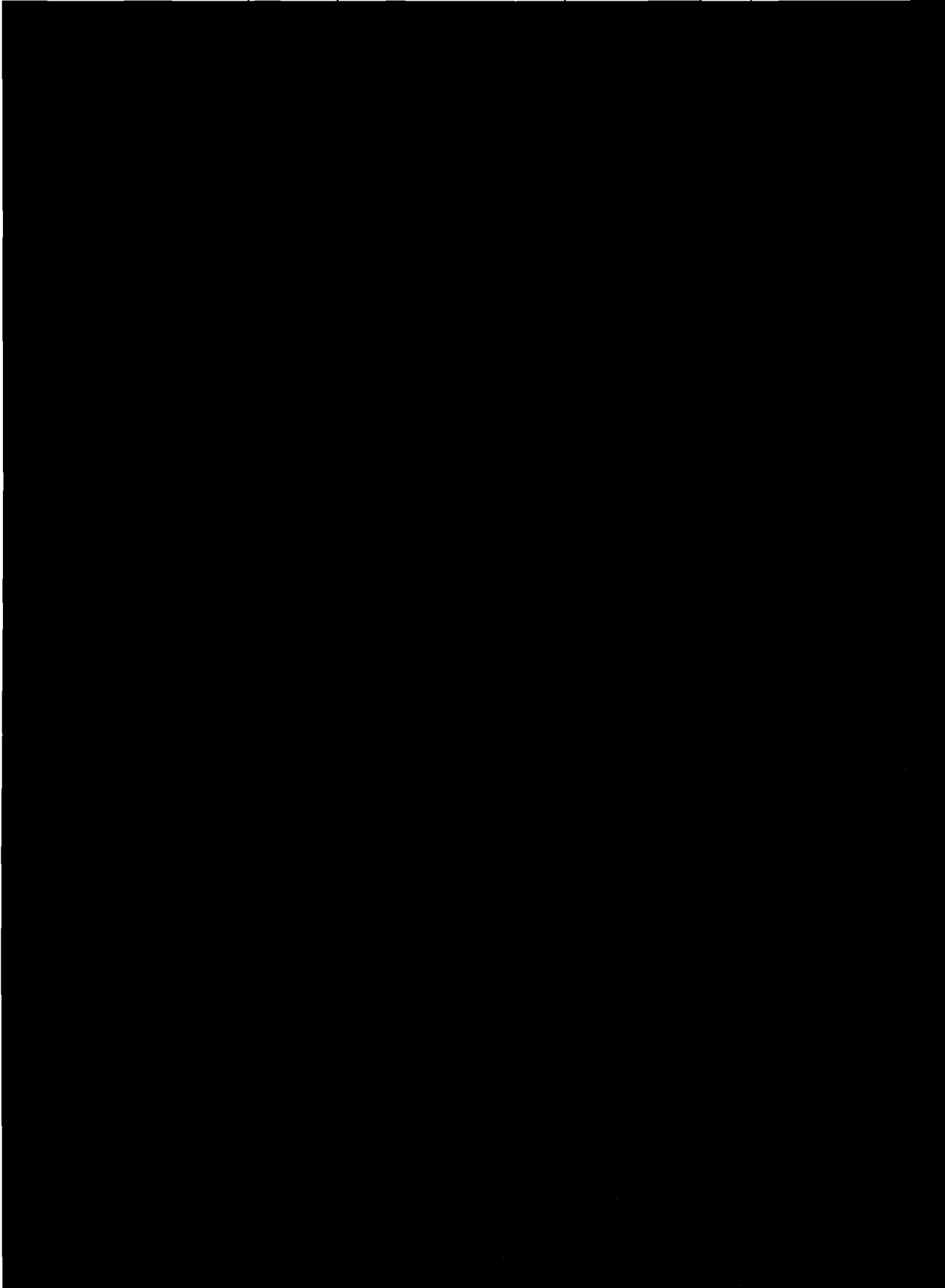


Photo 9: View of the replacement cooktop.



Photo 10: View of the central heating/air conditioning unit (single outdoor package).

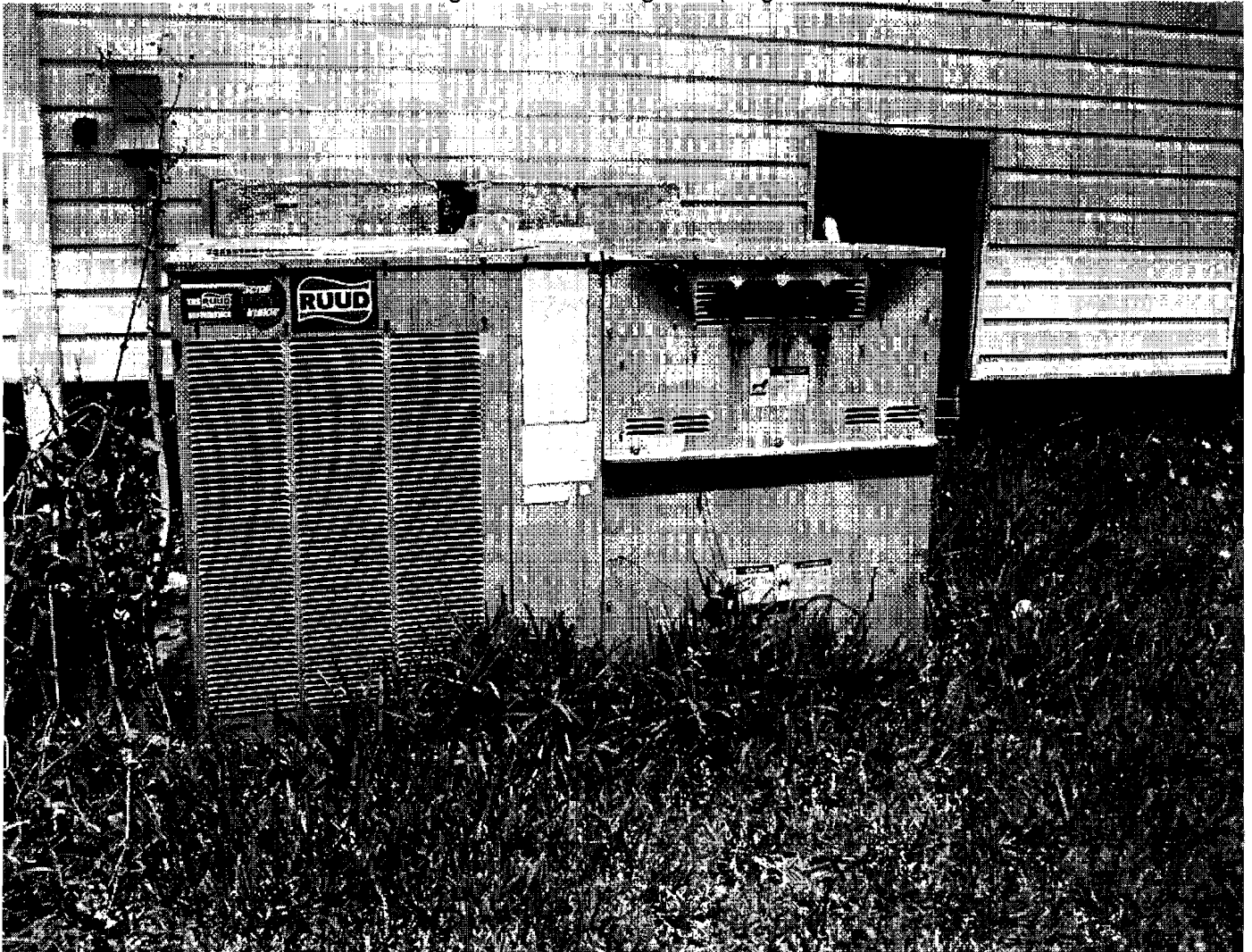


Photo 11: View of the central heating/air conditioning unit (single outdoor package).

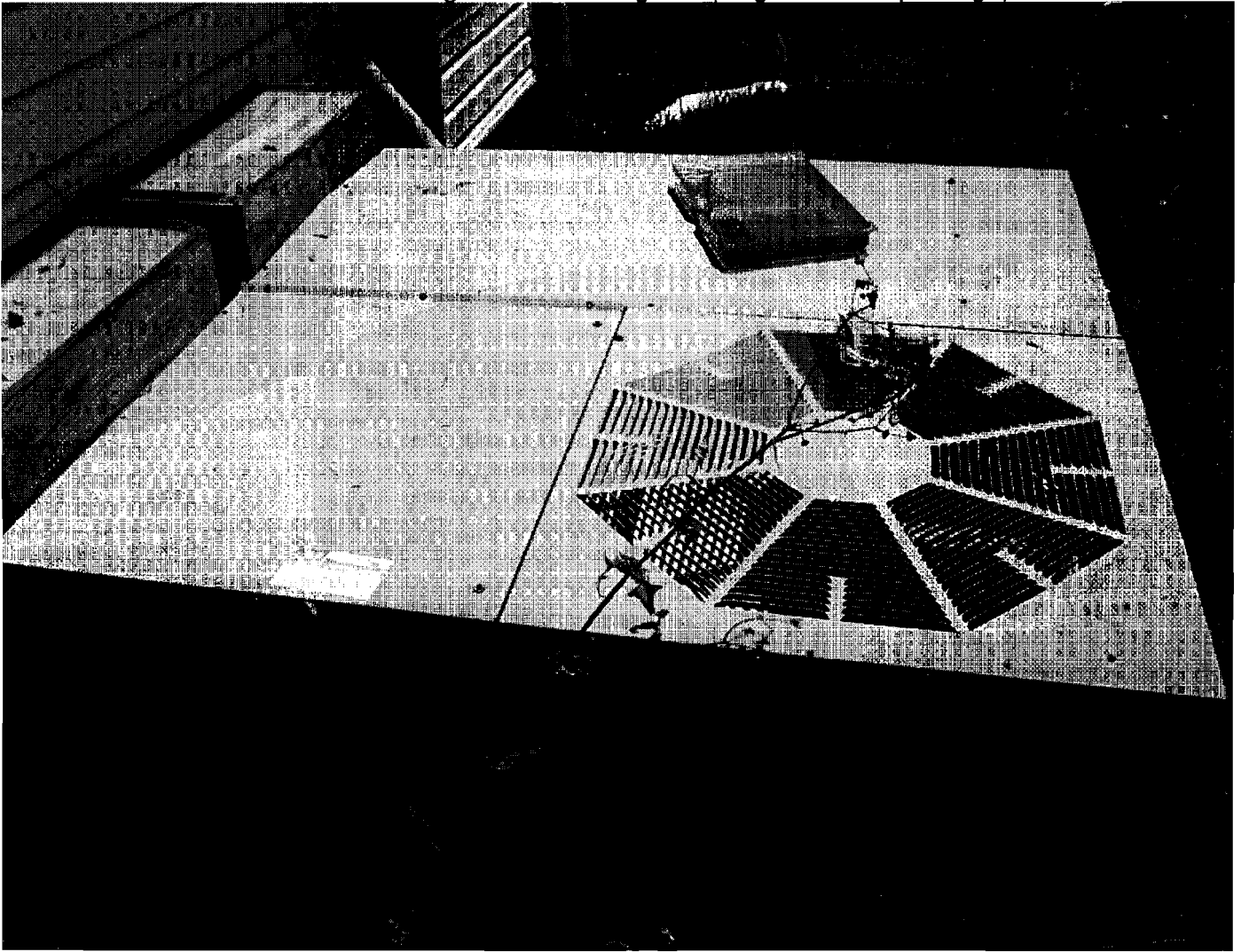


Photo 12: View of the 2004 fire damage (scanned photo provided by the complainant). The photo depicts the side of the house and shows the carport/utility room area.



VALIDATION AREA

Store 0163 WARNER ROBINS  
2620 WATSON BLVD  
WARNER ROBINS, GA 31093

Phone: (478) 923-4594  
Salesperson: YML766  
Reviewer:

This is only a <sup>†</sup>QUOTE for the merchandise and services printed below. This becomes an Agreement upon payment and an endorsement by a Home Depot register validation.

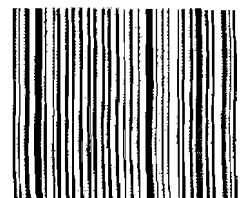
SOLD TO	Name		Home Phone	
	GANTT ADRIANA		(478) 471-8684	
	Address 1720 WINSTON DR.		Work Phone (478) 319-3535	
	Company Name			
	City MACON		Job Description REMODEL	
State GA		Zip 31206	County BIBB	

<sup>†</sup>QUOTE is valid for this date: 12/19/2004

HOME DEPOT DELIVERY #1		MERCHANDISE AND SERVICE SUMMARY		We reserve the right to limit the quantities of merchandise sold to customers.	
		REF #V08			
STOCK MERCHANDISE TO BE DELIVERED:					
REF #	SKU	QTY	UM	DESCRIPTION	TAX PRICE EACH EXTENSION
R01	(b)(3):CP	150.00	EA	1/2"X4X12 DRYWALL /WE DO NOT CARRY INSIDE	Y \$10.12 \$1,518.00
R02	430-684	7.00	EA	500FT ROLL JOINT TAPE	Y \$2.88 \$20.16
R03	423-629	12.00	EA	1 1/4X8FT GALV CORNERBEAD-EA	Y \$1.39 \$16.68
R04	370-714	1.00	BX	1-3/8 PC DRYWALL NAIL 30LB BUCKET	Y \$34.54 \$34.54
R05	258-725	25.00	EA	5 GALLON ALL PURPOSE JT.COMPOUND	Y \$9.99 \$249.75
MERCHANDISE TOTAL:					\$1,839.13
DELIVERY INFORMATION:		SCHEDULED DELIVERY DATE: 12/21/2004			
V08	515-663	1.00	EA	CURBSIDE DELIVERY SERVICE	Y \$55.00 \$55.00
DELIVERY SERVICE SUBTOTAL:					\$55.00
*** CONTINUED ON NEXT PAGE ***					

No. 0163-59264

Customer Copy



(9801) 0100068667

**HOME DEPOT DELIVERY #1**  
(Continued)

REF #V08

HOME DEPOT WILL DELIVER MDSE TO: GANTT, ADRIANA

ADDRESS: 1720 WINSTON DR.

CITY: MACON

STATE: GA

ZIP: 31206

COUNTY: BIBB

SALES TAX RATE: 6.000

PHONE: (478) 471-8684

ALTERNATE PHONE: (478) 319-3535

**MDSE & DELIVERY TOTALS:** \$1,894.13

DRIVER SPECIAL INSTRUCTIONS: I 75 N GET OFF EISENHOWER EXIT MAKE LEFT OFF EXIT GO TWO AND 1/2 MILES AT OLD SERVICE MERCHANDISE EXIT MAKE LEFT AT LIGHT MAKE  
FIRST LEFT ON KENT SECOND RIGHT ON WINSTON FOURTH HOUSE ON LEFT.

END OF HOME DEPOT DELIVERY - REF #V08

**TOTAL CHARGES OF ALL MERCHANDISE & SERVICES**

<b>ORDER TOTAL</b>	\$1,894.13
<b>SALES TAX</b>	\$113.65
<b>TOTAL</b>	\$2,007.78
<b>BALANCE DUE</b>	\$2,007.78

END OF ORDER No. 0163-59264

Curbside Deliveries. If You are purchasing merchandise for CURBSIDE DELIVERY only, i.e., Your purchase DOES NOT provide for delivery beyond curbside or for installation/hook-up, YOU ASSUME THE RISK OF, AND THE FULL LIABILITY FOR, ANY RESULTING PERSONAL INJURY, DAMAGE TO PROPERTY, OR DAMAGE TO MERCHANDISE IF YOU REQUEST THAT THE DELIVERY AGENT DELIVER BEYOND CURBSIDE OR PROVIDE INSTALLATION/HOOK-UP.

Roads. The delivery address(es) indicated above must be completely accessible by vehicle over roads rated to handle nine (9) ton loads or heavier. Otherwise, You will be responsible for seeking a waiver, at Your expense, from the appropriate authority. If You are unable to obtain a waiver, delivery will not be available to Your delivery address(es).

No. 0163-59264

Customer Copy





## SPECIAL SERVICES CUSTOMER INVOICE

Store 0135 MACON  
2525 PIO NONO AVENUE  
MACON, GA 31206

Phone: (478) 781-2151  
Salesperson: ELE042  
Reviewer:

Page 1 of 4 No. 0135-138538

VALIDATION AREA

This is only a <sup>†</sup>QUOTE for the merchandise and services printed below. This becomes an Agreement upon payment and an endorsement by a Home Depot register validation.

<b>SOLD TO</b>	Name	GANTT ADRIANA		Home Phone	(478) 471-8684
	Address	1720 WINSTON DR.		Work Phone	(478) 319-3535
				Company Name	
	City	MACON		Job Description	DRYWALL ACC.
	State	GA	Zip	31206	County

<sup>†</sup>QUOTE is valid for this date: 01/03/2005

<b>CUSTOMER PICKUP #1</b>		<b>MERCHANDISE AND SERVICE SUMMARY</b>		We reserve the right to limit the quantities of merchandise sold to customers.			
		REF #W04 SKU #515-664 Customer Pickup / Will Call					
STOCK MERCHANDISE TO BE PICKED UP:							
REF #	SKU	QTY	UM	DESCRIPTION	TAX	PRICE EACH	EXTENSION
R01	(b)(3)-CP	22.00	EA	1/2IN 4X8 WATER RESISTANT DRYWALL /	Y	\$10.29	\$226.38
R02	632-716	12.00	EA	EZ SAND45-LITE ST CMPND 18LB-JLQ120 /	Y	\$8.19	\$98.28
R03	423-629	20.00	EA	1 1/4X8FT GALV CORNERBEAD-EA /	Y	\$1.39	\$27.80
SCHEDULED PICKUP DATE: 01/30/2005					<b>MERCHANDISE TOTAL:</b>		\$352.46
<b>TOTAL CHARGES OF ALL MERCHANDISE &amp; SERVICES</b>					<b>END OF CUSTOMER PICKUP - REF #W04</b>		
					<b>ORDER TOTAL</b>	\$352.46	
					<b>SALES TAX</b>	\$21.15	
					<b>TOTAL</b>	\$373.61	
					<b>BALANCE DUE</b>	\$373.61	
END OF ORDER No. 0135-138538							

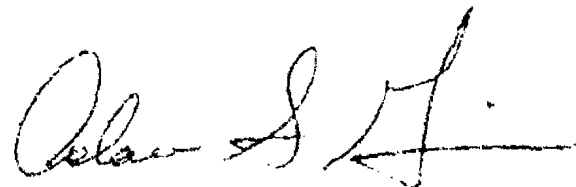
WILL-CALL MERCHANDISE PICK-UP

Will-Call items will be held in the store for 7 days only.

FOR WILL CALL  
MERCHANDISE PICK-UP  
PROCEED TO WILL CALL OR  
SERVICE DESK AREA  
(Pro Customers, Proceed To The Pro Desk)



At some point in 2005 I made a site visit at 1720 Winston Dr. concerning an odor. To the best of my knowledge I determined it was not coming from the central heat/air system. The odor was in the area around the return going downstairs to basement.



Adam S. Guerin  
Service Manager  
Air Temperature Control  
(478) 784-1109



# The Medical Center of Central Georgia

777 Hemlock Street | Macon, GA 31201 | [www.mccg.org](http://www.mccg.org)  
Part of Central Georgia Health System



5925 Zebulon Rd., Macon, GA 31210  
\* (478) 757-7865



G7280

I have received and understand the instructions in this handout.

\_\_\_\_\_  
**Patient/Guardian's Signature**

**Patient's Name:** STERLING A GANTT

\_\_\_\_\_  
**Caregiver's Signature**

**Caregiver's Name:** M (b)(3):CPSA Section 25(c)

## Special Instructions:

1. TAKE PRESCRIPTIONS AS DIRECTED
2. INCREASE WATER/FLUID INTAKE
3. AVOID SPICY, HOT AND GREASY FOODS
4. FOLLOWUP WITH DR. BARROSO
5. RETURN TO MED CENTER NORTHWEST AS NEEDED AND/OR CALL US IF ANY QUESTIONS/CONCERNS AT 757-7865

## Gastroesophageal Reflux in Children

### WHAT YOU SHOULD KNOW:

- Gastroesophageal (gas-tro-e-sof-uh-g-ull) reflux is also called "GER." It is when the food or stomach acid in the stomach comes back up the esophagus (e-sof-uh-gus). The esophagus is the tube that takes food from the mouth to the stomach. GER is most common in infants (less than 1 year old), but can occur at any age. GER is usually gone by the time a child is 12 to 18 months old. A muscle on the bottom of the esophagus that does not work properly is the cause of GER. If this muscle does not work properly the food or stomach acid can come back up the esophagus.
- Some of the most common problems seen with GER are spitting up, vomiting, crying, coughing, gagging, and heartburn. Your child's caregiver may want to change your child's feeding habits to help the GER. Special medicine may also be needed to help with GER. Proper positioning after feeding may help prevent GER. Ask your child's caregiver

about the best position for your child. Surgery is usually only needed when GER is very serious.

#### **AFTER YOU LEAVE:**

#### **Your child's medicines are: ZANTAC, TAKE AS DIRECTED .**

- Keep a written list of what medicines your child takes and when and why your child takes them. Bring the list of your child's medicines or the pill bottles when you visit your child's caregivers. Ask your child's caregiver for more information about the medicines. Do not give any medicines to your child without first asking your child's caregiver. This includes prescriptions, over-the-counter drugs, vitamins, herbs, or food supplements.
- Always give your child's medicine as directed by caregivers. Call your child's caregiver if you think your child's medicines are not helping. Or if you feel your child is having side effects. Do not quit giving the medicines to your child until you discuss it with your child's caregiver. If your child is taking antibiotics (an-ti-bi-ah-tiks), give them until they are all gone. Even if your child seems to feel better.
- Never give aspirin to your child without first asking your child's caregiver. Giving aspirin to your child when he is ill may cause a very serious illness called Reye's syndrome. Read medicine labels to see if your child's medicine has aspirin.

#### **Diet:**

- Proper positioning after feeding may help prevent GER. The position your child needs to be in after eating may depend on the age of your child. It may also depend on how bad your child's symptoms are. Some caregivers may suggest placing infants on their back after eating. This is especially true if an infant sleeps after eating. Ask a caregiver about the best position for your infant or child.
- Feed your child more frequently with smaller amounts of food. Adding 1 teaspoon or tablespoon of rice cereal for every 1 ounce of formula can thicken your child's formula. This may help your child keep the formula in the stomach. Talk to your child's caregiver before thickening your child's formula. Hold your child in an upright position during feedings. Burp your child frequently during and after each feeding. Try to feed your child 2 hours before bedtime.
- Do not place your child in a child safety seat (car seat) after feeding your child. Try to avoid putting pressure on your child's tummy after feeding, such as tight diapers.
- Children old enough to eat solid foods, should avoid the following foods or drinks to prevent GER:
  - Chocolate
  - Drinks with caffeine
  - Foods high in acid such as citrus fruits or tomatoes
  - Fried or fatty foods

- o Spicy foods

#### **CALL DR. BAROSSO IF:**

- Your child continues to spit up.
- Your child is irritable or fussy during or after feedings.
- Your child is not eating.
- Your child is not gaining weight normally.
- Your child has a temperature over 101 F ( \_\_\_\_\_ C).
- Your child vomits (throws up) forcefully.
- You have any questions about your child's care, condition, or medicine.

#### **SEEK CARE IMMEDIATELY IF:**

- The spitting up causes your child to cough or choke.
- Your child spits up blood.
- Your child has trouble breathing.

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#### **GASTROESOPHAGEAL REFLUX IN CHILDREN - Discharge Care, English Printed on Wednesday, August 15, 2007 9:16:03 AM**

**IMPORTANT NOTICE:** The examination and treatment you have received is provided on an episodic basis and is not intended to be a substitute for or an effort to provide complete medical care. It is your responsibility to follow the instructions provided. It is also your responsibility to follow up with your regular health care provider and/or the health care provider to whom you have been referred. If your condition seems to be worsening or if any new problems occur before your follow up appointment, please return immediately to the Emergency Center/Urgent Care Center.

X-rays and other tests done in our Center initially are reviewed by the physician on duty and/or any other non-physician provider who may be involved in patient care. A final official reading will be performed by the appropriate specialist (Radiologist, Pathologist, etc.). If the radiologist's or other specialist's reading varies significantly from the initial provider's interpretation, you may be contacted and given further instructions, including a possible need for further tests or a return visit to the Emergency Center/Urgent Care Center.

**NOTA IMPORTANTE:** El examen y tratamiento que usted ha recibido son suministrados en forma episódica; la intención no es de sustituir o proveer cuidados médicos completos. Su responsabilidad es de seguir las instrucciones suministradas. También es responsabilidad suya de continuar el seguimiento con su proveedor de salud y/o con cualquier otro proveedor de salud al cual fue referido. Vuelva de inmediato a la sala de emergencias (Emergency/Urgent Care Center) si su condición se empeora o si aparecen complicaciones nuevas antes de su próxima cita.

Las radiografías y otros exámenes hechos a cargo en nuestro Centro son revisados por el médico de turno y/o por cualquier otro proveedor involucrado a los cuidados del paciente. Un especialista apropiado (radiólogo, patólogo, etc.) leerá los resultados finales del examen. Si el radiólogo u otros especialistas varían considerablemente de la interpretación inicial del proveedor, le daremos información adicional, incluyendo la necesidad de hacerse más exámenes si es necesario. Vuelva de inmediato a la sala de emergencias (Emergency/Urgent Care Center) si su condición se empeora o si aparecen complicaciones nuevas antes de su próxima cita.



## PEDIATRIC ENDOCRINOLOGY CENTER

*a branch of the Children's Hospital*

Tarek Bisat, MD

Frank Bowyer, MD

710 Pine Street, Suite 600 • Miami, Georgia 31201 • Phone: 478-633-8391 • FAX: 478-633-6590

### FOLLOW-UP CONSULTATION

**NAME:** Sterling Gant;

**DOB:** 08/23/99

**DATE OF VISIT:** 12/06/07

**CHIEF COMPLAINT:** Diabetes mellitus.

#### **PRESENT ILLNESS:**

Sterling is an 8 year 3 month old African-American male who was admitted to the Children's Hospital on 10/15/07 with what was thought to be insulin dependent diabetes mellitus. At the time of admission he had a blood sugar of 553, a bicarbonate of 21 but only low grade ketones in his urine. He responded very promptly to fluids and insulin. He did have an elevated blood sugar and his Hgb A1C was 12 percent on admission and he was thought to be an early type-1 diabetic. He was sent home on 70/30 NovoLog, 16 units in the morning, 12 units at night. He quickly tapered off on this because of sugars now becoming low. By 10/30/07 he had tapered completely off of insulin. He has remained off all insulin since that time. The family continues to check blood sugars several times a day and they are generally in the 90-120 range. He has felt quite well. He is active. He is home schooled, so he stays at home most of the day. He has no particular new problems and has pretty much resumed his normal activity. When seen today, he has no new complaints.

#### **EXAM:**

Height: 133.8 cm. Weight: 28 kg. Blood pressure: 112/74. Pulse rate: 80. General appearance is that of an adequately nourished young man who does not appear acutely or chronically ill. HEENT: unremarkable. The cranial nerves are intact. PERRLA. He does have areas of depigmentation of the sclera on his eyes, which he has had since birth. The tympanic membranes are clear. The pharynx is clear. The neck is supple with no thyromegaly. The chest is clear to auscultation. The heart has a regular rate with no murmur. The abdomen is soft with no organomegaly. Genitalia was not examined. The extremities were otherwise normal. He has normal muscle tone. He has normal gait and normal mentation. His general neurologic exam is normal and appropriate for age. Hgb A1C: 8.8%, down from his initial level of 12% on admission to the Children's Hospital.

#### **ASSESSMENT:**

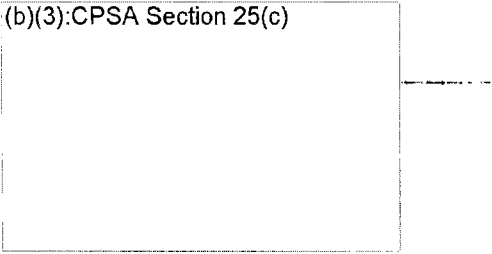
Diabetes mellitus. It is unclear whether this is a true type. He may be a MODY which can present along this type of line. The sugars were high enough and sustained enough with an elevated Hgb A1C, I would not think this was simply a transient stress hyperglycemia. Finally, he does not have the classic phenotype for his age to be associated with a type-2 diabetes. Therefore, MODY, or a simply prolonged honeymoon phase of type-1 would be the most likely etiology to explain his course.

**PLAN:**  
Asymptomatic, I would not restart insulin. I told the family I would continue to check sugars about twice a day. As long as they remain in a normal range we will not initiate further therapy. If they begin to elevate, they are to call me and we will reinstitute insulin therapy appropriately.

Page Two  
Sterling Gantt

There are genetic probes for MODY. Unfortunately however, they are so expensive that we are having problems getting them paid for by the third party payers at this time, but I think these will become available in the not too distant future and will be something to check on if he continues with his current course. I discussed this with his family. I will see him back in three months with instructions to call me sooner if the sugars start elevating.

(b)(3):CPSA Section 25(c)





and the patient's family. The patient's family is the primary source of information for the patient's medical history.

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**THE MEDICAL CENTER OF CENTRAL GEORGIA**  
**DEPARTMENT OF PATHOLOGY AND LABORATORY MEDICINE**  
**777 HEMLOCK STREET, MACON, GA 31201**  
**O. EUGENE BATTLES, M.D. - MEDICAL DIRECTOR**

Name: GANTT, CHARLES LAMAR

Age: 41 years

Sex: Male

Med. Rec. #: 098015571

Loc: EDFT

Room: ED08

Acct. #: 0980155718329

Dr.: (b)(3):CPSA Section 25(c)

Printed: 5/28/2009 4:04:35 PM

**COMPLETE BLOOD COUNT AND DIFFERENTIAL**

Day 0  
 Date 11/24/2008  
 Time 18:29:00

Procedure		Ref Range	Units
WBC	4.39	[3.07-11.77]	K/mm3
RBC	4.93	[4.28-5.48]	m/mm3
HGB	14.9	[12.9-16.9]	gm%
HCT	44.1	[38.7-49.1]	%
MCV	89.5	[81.1-98.4]	fL
MCH	30.3	[27.2-34.0]	UUG
MCHC	33.8	[32.2-35.9]	%
RDW	13.1	[10.4-13.9]	%
PLT	190	[129-355]	K/mm3
MPV	8.3	[7.4-11.4]	fL
Auto NRBC	0		%
Diff?	Auto Diff		
Auto PMN	46	[40-80]	%
Auto Lymph	39	[15-40]	%
Auto Mono	14 H	[0-10]	%
Auto Eos	1	[0-7]	%
Auto Baso	0	[0-2]	%

**URINALYSIS**

Day 0  
 Date 11/24/2008  
 Time 20:30:00

Procedure		Ref Range	Units
UA Color	YELLOW		
UA Character	CLEAR		
UA SpGr	1.009	[1.001-1.035]	
UA pH	7.5	[5.0-8.0]	
UA Protein	NEGATIVE		mg/dL
UA Gluc	NEGATIVE		mg/dL
UA Ketones	NEGATIVE		mg/dL
UA Bilirubin	NEGATIVE		
UA Blood	SMALL		

NAME: GANTT, CHARLES LAMAR	ROOM: ED08
MED REC: 098015571	
ACCT #: 0980155718329	
Dr: (b)(3):CPSA Section 25(c)	

I LAB RESULTS

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06/01/2009 2:01PM (GMT-04:00)

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**THE MEDICAL CENTER OF CENTRAL GEORGIA****DEPARTMENT OF PATHOLOGY AND LABORATORY MEDICINE****777 HEMLOCK STREET, MACON, GA 31201****O. EUGENE BATTLES, M.D. - MEDICAL DIRECTOR****Name: GANTT, CHARLES LAMAR****Age: 41 years****Sex: Male****Med. Rec. #: 098015571****Loc.: EDFT****Room: ED08****Acct. #: 0980155718329****Dr.: (b)(3):CPSA Section 25(c)****Printed: 5/28/2009 4:04:35 PM****URINALYSIS**

Day 0  
Date 11/24/2008  
Time 20:30:00

Procedure		Ref Range	Units
UA Urob	0.2	[0.0-1.0]	
UA Nitrite	NEGATIVE		
UA Leukocyte Esterase I	NEGATIVE		
UA WBC	0	[0-4]	/hpf
UA RBC	1	[0-4]	/hpf
UA Squamous Epi Cells	0	[0-3]	/hpf
UA Bacteria	NEG		
Hyaline Cast	0	[0-7]	/lpf
Microscopic?	Urinalysis with Micro		

11/24/2008 20:30:00 UA Leukocyte Esterase:  
Cephalexin, Gentamicin and high levels of Albumin (>500 mg/dl) may  
interfere with Leukocyte Esterase reaction.

**GENERAL CHEMISTRY PANEL**

Day 0  
Date 11/24/2008  
Time 18:29:00

Procedure		Ref Range	Units
NA	143	[135-145]	mEq/L
K	3.5	[3.5-5.0]	mEq/L
Chloride	103	[99-109]	mEq/L
CO2	32	[22-32]	mmol/L
AGAP	8	[3-11]	mEq/L
Glucose Level I	113 H	[70-99]	mg/dL
BUN	14	[5-22]	mg/dL
Creatinine	1.2	[0.5-1.4]	mg/dL
Bun/Creat Ratio	11.7	[8.0-20.0]	Ratio
GFR if African American	>60		
GFR if Non-African American I	>60		

NAME: GANTT, CHARLES LAMAR	ROOM: ED08
MED. REC.: 098015571	
ACCT #: 0980155718329	
DR: (b)(3):CPSA Section 25(c)	

**I LAB RESULT****Page 2 of 4**

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**THE MEDICAL CENTER OF CENTRAL GEORGIA**  
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**777 HEMLOCK STREET, MACON, GA 31201**  
**O. EUGENE BATTLES, M.D. – MEDICAL DIRECTOR**

Name: GANTT, CHARLES LAMAR  
 Med. Rec. #: 098015571  
 Acct. #: 0980155718329

Age: 41 years  
 Loc.: (b)(3):CPSA  
 Dr.: Section 25(c)

Sex: Male  
 Room: ED08

09 4:04:35 PM

Calcium 9.4 [8.5-10.2] mg/dL

**GENERAL CHEMISTRY PANEL**

Day 0  
 Date 11/24/2008  
 Time 18:29:00

Procedure	Ref Range	Units
MG	2.2	mg/dL
CPK	134	Units/L

11/24/2008 18:29:00 Glucose Level:

Normals are for fasting specimens.

The critical limit for outpatient specimens is &lt;40 mg/dl.

11/24/2008 18:29:00 GFR if Non-African American:

GFR Normal Ranges (African American and NonAfrican American):

AGE	Average GFR Result ml/min/1.73m2
18 - 29 yrs	116
30 - 39 yrs	107
40 - 49 yrs	99
50 - 59 yrs	93
60 - 69 yrs	85
70 - 150 yrs	75

GFR is not calculated for ages less than 18 years.

**CARDIAC MARKERS**

Day 0  
 Date 11/24/2008  
 Time 18:29:00

Procedure	Ref Range	Units
Troponin I I	0.02	[0.00-0.09] ng/mL
CKMB	2.0	[0.6-6.3] ng/mL
CPK	134	[39-195] Units/L
RINX I	1.5	[0.0-2.3] Index

NAME: GANTT, CHARLES LAMAR	ROOM: ED08
MED. REC.: 098015571	
ACCT #: 0980155718329	
DR.: (b)(3):CPSA Section 25(c)	

**I LAB RESULT**

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**THE MEDICAL CENTER OF CENTRAL GEORGIA**  
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**777 HEMLOCK STREET, MACON, GA 31201**  
**O. EUGENE BATTLES, M.D. – MEDICAL DIRECTOR**

**Name:** GANTT, CHARLES LAMAR  
**Med. Rec. #:** 098015571  
**Acct. #:** 0980155718329

**Age:** 41 years  
**Loc.:** EDFT  
**Dr.:** (b)(3):CPSA Section 25(c)  
**Sex:** Male  
**Room:** ED08

Printed: 5/28/2009 4:04:35 PM

**CARDIAC MARKERS**

11/24/2008 18:29:00 Troponin I:

Troponin I interpretative ranges: (ng/ml)

99th % for normal population: 0.0 - 0.05

Myocardial injury:  $\geq 0.10$ Optimal ami cutoff:  $\geq 0.50$ 

11/24/2008 18:29:00 RINX:

CK-MB NG/ML (0-5.0)	RELATIVE INDEX (0-2.1)
---------------------------	------------------------------

Interpretation

Normal	Normal	Normal
Normal	Increased	Nonspecific vs Normal
Increased	Normal or Not Calculated	Indeterminate Myocardial vs Skeletal Origin
Increased	Increased	Probable Myocardial Origin

Note: Relative Index is not calculated if Total CPK is  $<80$  U/L.

NAME: GANTT, CHARLES LAMAR	ROOM: ED08
MED. REC.: 098015571	
ACC: (b)(3):CPSA Section 25(c)	
DR.:	

I LAB RESULT

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## Emergency Center Dictation

GANTT, CHARLES LAMAR - 098015571

\* Final Report \*

Medical Center of Central Georgia

Result Type: Emergency Center Dictation  
Result Date: November 24, 2008 6:08 PM  
Result Status: Auth (Verified)  
Result Title: EC  
Performed By: (b)(3):CPSA Section 25(c) November 24, 2008 6:54 PM  
Encounter info: 0980155718329, MCCG, Emergency Room, 11/24/2008 - 11/24/2008

\* Final Report \*

EC

## EMERGENCY CENTER DICTATION

Document Number: 2122693  
Encounter Number: 980155718329

## CHIEF COMPLAINT:

HISTORY OF PRESENT ILLNESS: The patient is a 40-year-old male who started having some cramping in his hand and then started with cramping in his legs, later felt some cramping in his chest, sharp in nature, and it resolved, still having some cramps in the right leg. The patient is going to nursing school.

FAMILY HISTORY: Per the patient there is coronary artery disease in his father.

SOCIAL HISTORY: Does not smoke or drink. No drugs.

REVIEW OF SYSTEMS: CONSTITUTIONAL: No fever or chills. HEENT: No sore throat, no earache. CARDIOVASCULAR SYSTEM: Sharp pain in the chest. RESPIRATORY SYSTEM: No shortness of breath. GASTROINTESTINAL SYSTEM: No abdominal pain. NEUROLOGIC: No headache, no syncope. PSYCHIATRIC HISTORY: None. DERMATOLOGIC: No rash. MUSCULOSKELETAL: Cramping in all extremities.

ALLERGIES: NONE.

MEDICATIONS: None.

PHYSICAL EXAMINATION: General appearance: The patient appears to be anxious, with reassurance started calming down. Vital Signs: Temperature 96.8, pulse 79, respirations 16, blood pressure 115/21, pulse oximetry 100% on room air normal saturation.

Printed by: Atkinson, Letrice  
Printed on: 5/28/2009 3:54 PM

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(Continued)

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**Operative Report****GANTT, CHARLES LAMAR - 098015571**

\* Final Report \*

Medical Center of Central Georgia

and 70-degree lens with completely cystoscopy. No mass, lesions or filling defects. There are a couple of air bubbles noted on retrogrades but no masses or significant stones.

**OPERATIVE NOTE**

The patient was taken back to the operative suite, placed in the supine position. Once anesthesia was initiated, the patient was adequately sedated. He was then placed in lithotomy position, making sure to pad all pressure points.

He was prepped and draped in standard surgical fashion.

We entered the ureteral meatus with a 21-French rigid cystoscope. A penile urethra and prostatic urethra appeared without abnormalities. Slightly high bladder neck but minimal prostatic hypertrophy. Entered the bladder, visualized both ureteral orifices with clear efflux and did a complete cystoscopy with both 30-degree and 70-degree lenses, appreciating normal mucosa without any mass, lesions or stones.

We then performed retrograde pyelogram with a cone-tip catheter. Retrograde on the left side showed normal delicate ureter and collecting system. No mass, lesion or stone. A few small air bubbles were noted on retrograde.

Then, we performed a retrograde on the right side again with the cone-tip catheter injected with contrast. The distal was \_\_\_\_\_ no mass, filling, no hydronephrosis or hydroureter. The kidney itself showed a delicate system with normal calices and normal collecting system. No abnormalities.

The patient's bladder was drained. We then placed the Uro-jet pre-urethra and the patient tolerated it well.

(b)(3):CPSA Section 25(c)

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Exhibit H

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## Operative Report

GANTT, CHARLES LAMAR - 098015571

\* Final Report \*

Medical Center of Central Georgia

### Completed Action List:

- \* Perform by (b) D, Frank on September 25, 2008 12:06 PM
- \* Transcribe (3):CPS UNKNOWN, PERSONNEL on September 25, 2008 9:29 PM



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**Surgery Retrograde Pyelogram****GANTT, CHARLES LAMAR - 098015571****\* Final Report \***

Medical Center of Central Georgia

Result Type: Surgery Retrograde Pyelogram  
Result Date: September 25, 2008 12:05 PM  
Result Status: Auth (Verified)  
Result Title: Surgery Retrograde Pyelogram  
Performed By: (b)(3):CPSA on September 25, 2008 1:53 PM  
Verified By: Section 25(c) on September 25, 2008 2:29 PM  
Encounter info: 0980155718254, MCCG, Outpatient Surgery, 9/25/2008 - 9/25/2008

**\* Final Report \*****Reason For Exam**

hematuria

**Surgery Retrograde Pyelogram**

History: Hematuria.

Retrograde pyelogram, 9/25/2008.

The preliminary film reveals no definite renal calcification. The film #1 reveals retrograde injection of contrast into the left collecting system with a few filling defects seen in the proximal left ureter which may represent air bubbles. The film labeled #3 reveals retrograde injection of contrast into the right collecting system with no definite filling defects seen. There was a filling defect seen in the right renal pelvis on film #4 which is probably an air bubble. The study is felt to be essentially negative.

Signed By (b)(3):CPSA Section 25  
(c)

Transcribed By: Campbell, Reiko

**Completed Action List:**

- \* Order by Casey MD , Frank on September 25, 2008 11:42 AM
- \* Perform by Jimerson , Julia E on September 25, 2008 12:05 PM
- \* VERIFY by Hall MD, Lee H on September 25, 2008 2:29 PM

Printed by: Atkinson , Letrice  
Printed on: 5/28/2009 3:55 PM

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(End of Report)

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**THE MEDICAL CENTER OF CENTRAL GEORGIA****DEPARTMENT OF PATHOLOGY AND LABORATORY MEDICINE****777 HEMLOCK STREET, MACON, GA 31201****O. EUGENE BATTLES, M.D. - MEDICAL DIRECTOR****Name: GANTT, CHARLES LAMAR****Age: 41 years****Sex: Male****Med. Rec. #: 098015571****Loc: IETK****Room:****Acct. #: 0980155718254****Dr.: (b)(3):CPSA Section 25****(c)****Printed: 5/28/2009 4:04:52 PM****COMPLETE BLOOD COUNT AND DIFFERENTIAL**

Day -1  
 Date 09/23/2008  
 Time 10:45:00

Procedure		Ref Range	Units
WBC	3.57	[3.07-11.77]	K/mm3
RBC	4.71	[4.28-5.48]	m/mm3
HGB	14.2	[12.9-16.9]	gm%
HCT	42.2	[38.7-49.1]	%
MCV	89.6	[81.1-98.4]	fL
MCH	30.1	[27.2-34.0]	UUG
MCHC	33.6	[32.2-35.9]	%
RDW	13.0	[10.4-13.9]	%
PLT	174	[129-355]	K/mm3
MPV	8.5	[7.4-11.4]	fL
Auto NRBC	0		%
Diff?	Auto Diff		
Auto PMN	53	[40-80]	%
Auto Lymph	33	[15-40]	%
Auto Mono	11 H	[0-10]	%
Auto Eos	3	[0-7]	%
Auto Baso	0	[0-2]	%

09/23/2008 10:45:00 CBC w/ Auto Diff:  
 Special Instructions: PreOp, DOS

**GENERAL CHEMISTRY PANEL**

Day -1  
 Date 9/23/2008  
 Time 10:45:00

Procedure		Ref Range	Units
NA	142	[135-145]	mEq/L
K	4.1	[3.5-5.0]	mEq/L
Chloride	105	[99-109]	mEq/L

NAME: GANTT, CHARLES LAMAR	ROOM:
MED REC: 098015571	
ACCT #: 0980155718254	
(b)(3):CPSA Section 25(c)	

**I LAB RESULTS****Page 1 of 3**

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**THE MEDICAL CENTER OF CENTRAL GEORGIA****DEPARTMENT OF PATHOLOGY AND LABORATORY MEDICINE****777 HEMLOCK STREET, MACON, GA 31201****O. EUGENE BATTLES, M.D. - MEDICAL DIRECTOR****Name: GANTT, CHARLES LAMAR**  
**Med. Rec. #: 098015571**  
**Acct. #: 0980155718254****Age: 41 years**  
**Loc.: (b)(3):CPSA Section**  
**Dr.: 25(c)****Sex: Male**  
**Room:****Printed: 07/20/2009 4:04:52 PM****GENERAL CHEMISTRY PANEL**Day -1  
Date 9/23/2008  
Time 10:45:00

Procedure		Ref Range	Units
CO2	31	{22-32}	mmol/L
AGAP	6	[3-11]	mEq/L
Glucose Level I	89	[70-99]	mg/dL
BUN	14	[5-22]	mg/dL
Creatinine	1.1	[0.5-1.4]	mg/dL
Bun/Creat Ratio	12.7	[8.0-20.0]	Ratio
GFR if African American	>60		
GFR if Non-African American I	>60		
Total Protein - Serum	7.0	[6.2-8.0]	g/dL
Albumin - Serum	4.0	[3.5-5.0]	g/dL
A/G Ratio	1.3	[1.2-3.1]	Ratio
Calcium	9.2	[8.5-10.2]	mg/dL
Corr Calcium I	9.20	[8.50-10.20]	mg/dL
Total Bilirubin	0.8	[0.2-1.3]	mg/dL
Alk Phos	58	[30-112]	Units/L
AST/GOT	30	[15-38]	Units/L
ALT/GPT	22	[5-37]	Units/L

09/23/2008 10:45:00 Glucose Level:

Normals are for fasting specimens.

The critical limit for outpatient specimens is &lt;40 mg/dL.

09/23/2008 10:45:00 GFR if Non-African American:

GFR Normal Ranges (African American and NonAfrican American):

AGE	Average GFR Result ml/min/1.73m2
18 - 29 yrs	116
30 - 39 yrs	107
40 - 49 yrs	99
50 - 59 yrs	93
60 - 69 yrs	85
70 - 150 yrs	75

GFR is not calculated for ages less than 18 years.

NAME: GANTT, CHARLES LAMAR	ROOM:
MED. REC.: 098015571	
ACCT #: 0980155718254	
DR: (b)(3):CPSA Section 25(c)	

**I LAB RESULT****Page 2 of 3**

090520CBB2638

Exhibit H

Page 11 of 15

**THE MEDICAL CENTER OF CENTRAL GEORGIA****DEPARTMENT OF PATHOLOGY AND LABORATORY MEDICINE****777 HEMLOCK STREET, MACON, GA 31201****O. EUGENE BATTLES, M.D. – MEDICAL DIRECTOR****Name: GANTT, CHARLES LAMAR****Age: 41 years****Sex: Male****Med. Rec. #: 098015571****Loc.: IETM****Room:****Acct. #: 0980155718254****Dr.: (b)(3):CPSA Section 25(c)****1:04:52 PM****GENERAL CHEMISTRY PANEL**

09/23/2008 10:45:00 Corr Calcium:

Corrected Calcium is Total Calcium adjusted for the deviation of Albumin from Normal,  
using the formula:
$$\text{Corrected Calcium} = \text{Total Calcium} + 0.8 (4.0 - \text{Albumin}).$$

09/23/2008 10:45:00 Chem 14:

Special Instructions: (G) PreOp, DOS

NAME: GANTT, CHARLES LAMAR	ROOM:
MED. REC.: 098015571	
(b)(3):CPSA	
Section 25(c)	

**LAB RESULT****Page 3 of 3**

090520CBB2638

Exhibit H

Page 12 of 15

## Emergency Center Dictation

GANTT, CHARLES LAMAR - 098015571

\* Final Report \*

Medical Center of Central Georgia

HEENT: Pupils are round and reactive to light. Nostrils, pharynx and TMs normal.

NECK: Supple. Trachea in the midline. No jugular venous distention.

CHEST: Chest wall nontender.

CARDIOVASCULAR SYSTEM: Regular heart sounds. No murmur. No gallop.

RESPIRATORY SYSTEM: Clear. No rales, no rhonchi. No wheezing.

ABDOMEN: Soft, nontender. No guarding. No rebound tenderness.

EXTREMITIES: No edema. No phlebitis. Distal pulses felt well.

NEUROLOGIC: Cranial nerves intact. Sensory and motor normal. Reflexes hyperreflexic plantar withdrawal.

PSYCHIATRIC: Is oriented to place, person and time. No suicidal or homicidal thoughts.

## INTERPRETATIONS:

LABORATORY DATA: CPK 134, CK-MB is 2.0, troponin 0.02, WBC 4300, hemoglobin 14, hematocrit 41. Urine sodium 143, potassium 3.5, glucose 113, BUN 40, creatinine 1.2, magnesium 2.2, calcium 9.4.

ED COURSE/PROCEDURES: The patient is being observed in the emergency room, administered IV fluids. The patient is being observed in the emergency room, resting comfortable. The patient is asymptomatic.

DISPOSITION: Pending.

(b)(3):CPSA Section 25(c)

Report Dictated

Dictator Status

ELECTRONICALLY AUTHENTICATED BY

(b)(3):CPSA Section 25(c)

## Completed Action List:

Printed by: Atkinson, Letrice  
Printed on: 5/28/2009 3:54 PM

Page 2 of 3  
(Continued)

090520CBB2638

Exhibit H

Page 13 of 15

## Emergency Center Dictation

GANTT, CHARLES LAMAR - 098015571

\* Final Report \*

Medical Center of Central Georgia

\* Perform by (b)(3):CPSA Section 25(c) November 24, 2008 8:54 PM

\* Transcribe by MW -UNKNOWN, PERSONNEL on November 25, 2008 3:07 PM

Printed by: Atkinson , Letrice  
Printed on: 5/28/2009 3:54 PM

Page 3 of 3  
(End of Report)

06/01/2009 2:01PM (GMT-04:00)

090520CBB2638

Exhibit H

Page 14 of 15

**Port Chest Routine****GANTT, CHARLES LAMAR - 098015571****\* Final Report \***

Medical Center of Central Georgia

Result Type: Port Chest Routine  
Result Date: November 24, 2008 9:02 PM  
Result Status: Auth (Verified)  
Result Title: Chest Routine Port  
Performed By: (b)(3):CPSA Section 25(c) November 25, 2008 8:44 AM  
Verified By: November 25, 2008 1:25 PM  
Encounter info: 0980155718529, MCGG, Emergency Room, 11/24/2008 - 11/24/2008

**\* Final Report \*****Reason For Exam**

Chest Pain

**Port Chest**

Portable chest

History: Chest pain

One view reveals the heart, great vessels, pulmonary vasculature and mediastinum are normal. The lungs are clear. There are no significant osseous abnormalities.

IMPRESSION: Normal chest.

Signed (b)(3):CPSA Section 25(c)

Transcribed By: Reeves, Gloria

**Completed Action List:**

\* Order by (b)(3):CPSA Section 25(c) November 24, 2008 8:48 PM  
\* Perform b 8 9:02 PM  
\* VERIFY b nber 25, 2008 1:25 PM

Printed by: Atkinson, Letrice  
Printed on: 5/28/2009 3:54 PM

Page 1 of 1  
(End of Report)

090520CBB2638  
Exhibit H

Page 15 of 15

## Operative Report

GANTT, CHARLES LAMAR - 098015571

\* Final Report \*

Medical Center of Central Georgia

Result Type: Operative Report  
Result Date: September 25, 2008 8:33 AM  
Result Status: Auth (Verified)  
Result Title: OP  
Performed By: (b)(3):CPSA on September 25, 2008 12:06 PM  
Encounter info: Section 25(c) 980155718254, MCGG, Outpatient Surgery, 9/25/2008 - 9/25/2008

### \* Final Report \*

#### OP

Document Number: 2089364  
Encounter Number: 980155718254

PROCEDURE DATE: 09/25/2008

#### PREOPERATIVE DIAGNOSIS

Microscopic hematuria.

#### POSTOPERATIVE DIAGNOSIS

Microscopic hematuria.

#### PROCEDURE

Cystoscopy and retrograde pyelograms.

#### SURGEON

Dr. Frank Casey.

#### ANESTHESIA

GET.

#### INTRAVENOUS FLUIDS

Per Anesthesia.

#### ESTIMATED BLOOD LOSS

None.

#### COMPLICATIONS

None.

#### SPECIMENS

None.

#### FINDINGS

Normal \_\_\_\_\_ pyelograms bilaterally, normal cystoscopy with both 30-degree

Printed by: Atkinson, Letrice  
Printed on: 5/28/2009 3:55 PM

Page 1 of 3  
(Continued)





# SERVICE ORDER/INVOICE

BILL TO

Adriana Grant  
1720 Watson Dr.  
Macon GA

THIS WORK IS TO BE

☐ C.C.D. ☐ CHARGE ☐ NO CHARGE

MAKE  
MODEL  
SERIAL NUMBER

NAME				ENVIRONMENTAL CHECK LIST		WORK PERFORMED	
STREET	CITY	PHONE	TECHNICIAN	WORK PERFORMED	QTY	TYPE/DISPOSITION	CONDENSING UNIT
785-1337	MAINE	1/3/06	OREN CANTON	<input type="checkbox"/> RECOVERED <input type="checkbox"/> RECYCLED <input type="checkbox"/> RECLAIMED <input type="checkbox"/> RETURNED <input type="checkbox"/> DISPOSAL <input type="checkbox"/> DISMANTLED <input type="checkbox"/> CHANGED OIL/REPLACED			CONDENSING UNIT
WORK TO BE PERFORMED				TOTAL \$			
QTY	MATERIALS & SERVICES	UNIT PRICE	AMOUNT	DESCRIPTION OF WORK PERFORMED			
1	REFRIGERANT R	LBS		HEAT REL CYCLING			
	RELAY			ON. HAS A VOLTAGE			
	24VOLT S.P.O.C			Went through the			
	S. THAW			THERMOSTAT NEEDS			
				A T. THAT HAND			
				LARGE A TRANSFORMER			
				ALSO HAD A TRIED			
				HEAT RELAY. REPLACED			
				THE RELAY. CONTACT			
				CUSTOMER ON			
				THERMIST REPAIRS.			
TOTAL MATERIALS							
HRS	LABOR	RATE	AMOUNT	RECOMMENDATIONS			
	Diagnostic	49.95	49.95				
TOTAL LABOR							
TERMS				LIMITED WARRANTY: All materials, parts and equipment are warranted by the manufacturer or suppliers written warranty only. All labor performed by the above named company is warranted for 30 days or as otherwise indicated in writing. The above named company makes no other warranties, express or implied and its agents or technicians are not authorized to make any such warranties on behalf of above named company.			
CALL OFFICE				<input type="checkbox"/> REPAIR <input type="checkbox"/> WARRANTY			
ON ABOVE				<input type="checkbox"/> SERVICE CONTRACT			
TOTAL SUMMARY				TOTAL MATERIALS			
				TOTAL LABOR			
				TRAVEL CHARGE			
				TAX			
				TOTAL \$ 49.95			

Thank You

# SERVICE ORDER/INVOICE

BILL TO

CHARLES GARY  
1720 WILSON ST  
MILWAUKEE, WI

THIS WORK IS TO BE

☐ C.O.D. ☐ CHARGE ☐ NO CHARGE

MAKE 10410 MAKE 10410  
MODEL 10410 MODEL 10410  
SERIAL NUMBER 10410 SERIAL NUMBER 10410

NAME				ENVIRONMENTAL CHECK LIST				WORK PERFORMED			
STREET				DATE <u>12-22-09</u>				CONDENSING UNIT			
CITY				TIME <u>10:00 AM</u>				CONDENSATE PANS			
PHONE				CALL BEFORE				CLEANED COIL			
TECHNICIAN <u>CHARL DORRIS</u>				AUTHORIZED BY				CLEANED CHARGE			
WORK TO BE PERFORMED <u>REPLACE HEAT</u>				DISMANTLED				REPAIRED LEAK IN COIL			
QTY.				MATERIALS & SERVICES				UNIT PRICE			
AMOUNT				DESCRIPTION OF WORK PERFORMED				TOTAL \$			
REFRIGERANT R. LBS.				10410 HAS FAILED				CHECKED MOTOR			
10410				10410				CHANGED MOTOR			
10410				10410				REPLACED BELT			
10410				10410				ADJUSTED BELT			
10410				10410				CLEANED MOTOR			
10410				10410				REPLACED START RELAY			
10410				10410				REPLACED START CAPACITOR			
10410				10410				REPLACED R.N. CAPACITOR			
10410				10410				CLEANED OR ADJ. CONTACTOR			
10410				10410				REPAIRED WIRING			
10410				10410				REPLACED FUSE			
10410				10410				REPLACED COMPRESSOR			
10410				10410				EVAPORATOR COIL			
10410				10410				REPLACED EXP. VALVE			
10410				10410				ADJUSTED EXP. VALVE			
10410				10410				REPLACED CAP TUBE			
10410				10410				CLEANED CAP TUBE			
10410				10410				REPAIRED COIL LEAK			
10410				10410				REPAIRED COPPER CONT.			
10410				10410				CLEANED COIL			
10410				10410				LEVELED COIL			
10410				10410				ELECT. WTR			
10410				10410				CLEANED			
10410				10410				REPLACED WIRE			
10410				10410				REPAIRED CONT.			
10410				10410				GREASE			
10410				10410				REPAIRED			
10410				10410				TOTAL SUMMARY			
10410				10410				TOTAL MATERIALS			
10410				10410				TOTAL LABOR			
10410				10410				TOTAL			
10410				10410				TRAVEL CHARGE			
10410				10410				TAX			
10410				10410				TOTAL			

LIMITED WARRANTY. All materials parts and equipment are warranted by the manufacturer's or supplier's written warranty only. All labor performed by the above named company is warranted for 30 days or as otherwise indicated in writing. The above named company makes no other warranties, express or implied, and its agents or technicians are not authorized to make any such warranties on behalf of above named company.

☐ REGULAR ☐ WARRANTY  
☐ SERVICE CONTRACT

Thank You

TOTAL 394.00

# GE-Zurich Warranty Management, Inc.

## Service Contract

**Contract Issued To :**

ADRIANA GANTT  
1720 WINSTON DR.  
MACON GA 31206

**Products Installed At :**

ADRIANA GANTT  
1720 WINSTON DR.  
MACON GA 31206

**Sales Representative :** HOME DEPOT - 2667  
(Store Name)

**Contract Number :** 233 - 4661975

This Contract covers the products listed below. See reverse side for terms and conditions.

When You Need Service: Call the number listed below. You will need to give your Contract number when requesting service, so please keep this Contract in a safe place.

Product/Brand	Model/Serial	Coverage	Phone	Install Date	Coverage Dates
COOKTOP - ELEC OR GAS JENN-AIR	JEC8536ADF	In-Home Repair	(888) 571-3101	11/11/2004	Begins: 11/11/2005 Ends: 11/11/2009

**Note** - Your Contract sales receipt and these terms and conditions, including the provisions, limitations, definitions and exclusions on each side of this Contract, form the entire Contract.

**State Regulations:** Will control if inconsistent with any other terms and provisions:

**GA Residents: Cancellation** - You may cancel at any time and receive a refund of the excess of the consideration paid for the Contract above the customary short rate for the expired term of the Contract. The Contract shall be non-cancelable by GEZWM except for fraud, material misrepresentation, or failure to pay the consideration due therefor. Cancellation by GEZWM shall be in accordance with O.C.G.A. 33-24-44. **Surety Bond** - II. within 60 days after the claim has been filed with GEZWM. GEZWM fails to perform the service provided for in this Contract, you shall be entitled to make a direct claim against the surety identified: Federal Insurance Company, 15 Mountain View Rd., Warren, NJ 07059. **Exclusions** - What is not Covered: repair or replacement caused by defects that existed prior to the Contract purchase and known to you or that reasonably should have been known to you.

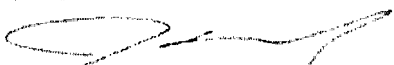


We bring good things to life.



ZURICH

1-800-638-5742 01/18/2011

U.S. CONSUMER PRODUCT SAFETY COMMISSION NOTICE OF INSPECTION	
1. DATE <b>5-27-09</b>	3. FROM (Area Office and Address) <b>Po Box 72357 Newnan, GA 30271</b>
2. TIME <b>A.M. 2:10 P.M.</b>	
A. NAME AND TITLE OF INDIVIDUAL <b>Art Wright, Manager on Duty</b>	
B. FIRM NAME <b>Home Depot</b>	
4. TO	C. NUMBER AND STREET ADDRESS <b>4635 Presidential Pkwy</b>
	D. CITY, STATE AND ZIP CODE <b>Macon, GA 31206</b>
<p>Notice of Inspection is hereby given pursuant to:</p> <ul style="list-style-type: none"><li>• Flammable Fabrics Act (15 U.S.C. 1191 <i>et seq.</i>);</li><li>• Federal Trade Commission Act (15 U.S.C. 41 <i>et seq.</i>);</li><li>• Sections 16, 19 and 27 of the Consumer Product Safety Act (15 U.S.C. 2065, 2068 and 2076)</li><li>• Section 704(a) of the Federal Food, Drug, and Cosmetic Act (21 U.S.C. 374(a)) [Authority for inspections in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 <i>et seq.</i>)] and/or</li><li>• Section 11(b) of the Federal Hazardous Substances Act as Amended (15 U.S.C. 1270(b))</li></ul> <p>Refer to the back of this form for a discussion of inspectional authority and for pertinent statutory language.</p>	
5. PURPOSES OF INSPECTION AND NATURE OF INFORMATION TO BE OBTAINED AND/OR COPIED <p>The purpose of this inspection is to obtain information, to review and obtain copies of items including but not limited to records, reports, books, documents, and labeling; and to obtain samples, in order to enforce or determine compliance with the Acts administered by the Consumer Product Safety Commission.</p>	
6. FREEDOM OF INFORMATION REQUIREMENTS <p>Those from whom information is requested should state whether any of the information submitted is believed to contain or relate to a trade secret or other matter which should be considered by the Commission to be confidential and whether any of the information is believed to be entitled to exemption from disclosure by the Commission under the provisions of the Freedom of Information Act (15 U.S.C. 552). Any statement asserting this claim of confidentiality must be in writing, and any request for exemption of the information from disclosure must be made in accordance with the Commission's Freedom of Information Act regulations, 16 CFR Part 1015.</p>	
7. SIGNATURE (Authorized CPSC Official) 	

# U.S. Consumer Product Safety Commission

## AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐

I request that you do not release my name. My identity is to remain confidential.

☐

You may release my name to the manufacturer but I request that you do not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

(Signature)

*Adriana Gantz*

(Date)

*5/27/09*

**Task No.** 090520CBB2638 \_\_\_\_\_

**Date:** May 19, 2009 \_\_\_\_\_

## STATUS OF MISSING DOCUMENT (S)

**The official records were requested for this investigation report but could not be obtained.**

1. Medical Records \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Date:** June 3, 2009 \_\_\_\_\_ **Investigator No:** 2147 \_\_\_\_\_

**Regional office:** CFIE \_\_\_\_\_ **Supervisor No:** 8978 \_\_\_\_\_



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
ATLANTA FIELD OFFICE  
P.O. BOX 72357  
NEWNAN, GA 30271

Justin McDonough  
Investigator

Tel: (770) 252-9602  
Fax: (866) 689-7190  
Email: [jmcdonough@cpsc.gov](mailto:jmcdonough@cpsc.gov)

May 28, 2009

Macon Family Health Center  
1051 Pio Nono Avenue  
Macon, GA 31204

To whom it may concern,

The United States Consumer Product Safety Commission (CPSC) is a Federal Agency responsible for investigating deaths, injuries, and potential hazards associated with consumer products. I am an investigator with the U.S. Consumer Product Safety Commission in the Atlanta, Georgia, area.

Please see the attached medical records release form signed by Mrs. Adrianna Gantt. The records for Mrs. Gantt from 2005 to the present are needed. The records can be faxed to 866-689-7190, emailed to [jmcdonough@cpsc.gov](mailto:jmcdonough@cpsc.gov), or mailed to me at:

Justin McDonough  
U.S. Consumer Product Safety Commission  
PO Box 72357  
Newnan, GA 30271

Please do not hesitate to contact me if you have any questions. I appreciate your assistance in this matter.

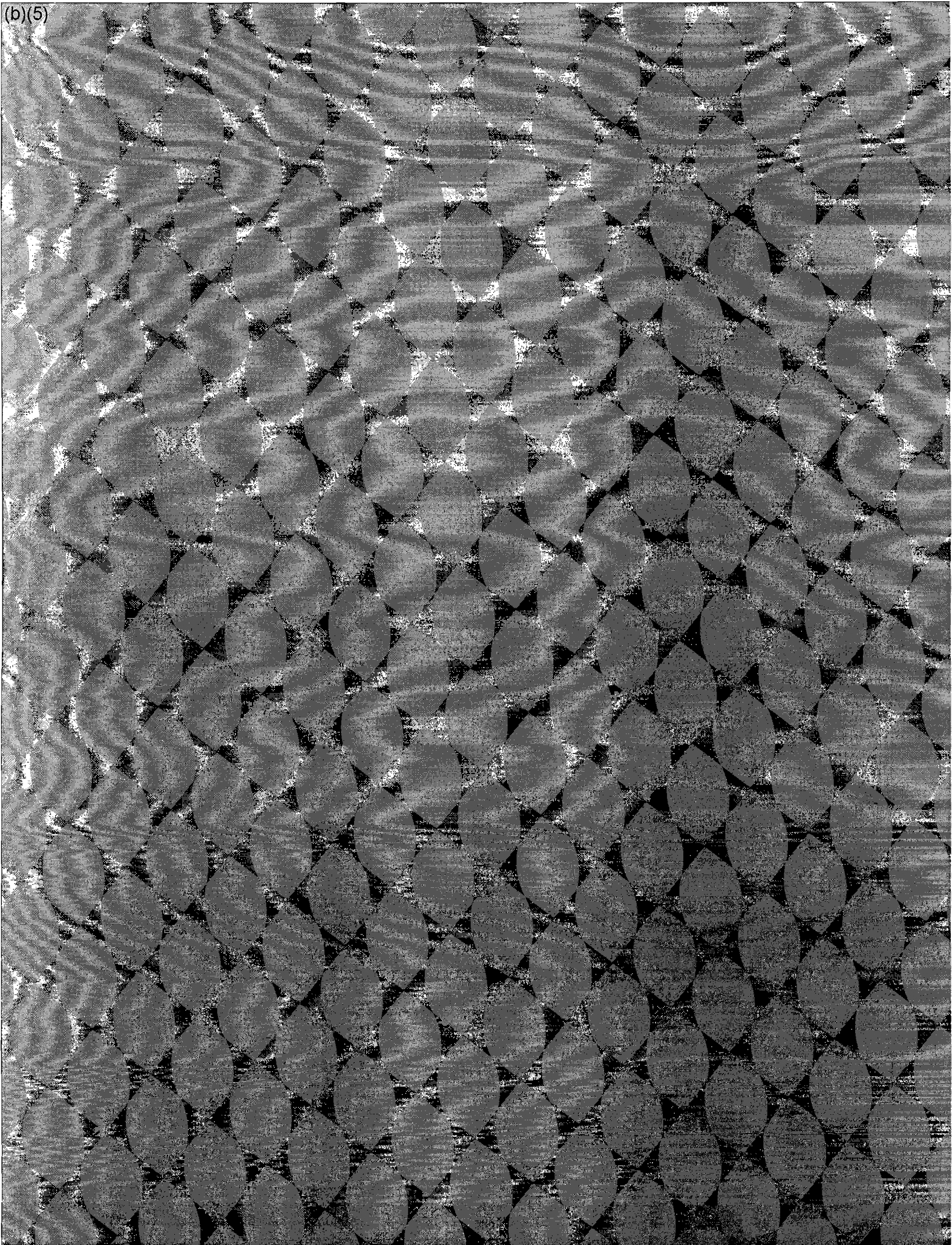
Sincerely,

A handwritten signature in black ink, appearing to read "Jmcd", is written over a horizontal line.

Justin McDonough  
Product Safety Investigator







**Doc No: I0950711A**

**Issue: 34**

**05/20/2009**

05/19/2009 01:09:49

Name = Adriana Gantt  
Address = 1720 Winston Drive  
City = Macon  
State = Georgia  
Zip = 31206  
Email = dgantts@cox.net  
Telephone = 478-254-2969  
Name of Victim = Various family members  
Victim's Address = 1720 Winston Drive  
Victim's City = Macon  
Victim's State = Georgia  
Victim's Zip = 31206  
Victim's Telephone = 478-254-2969

Incident Description = Upon being in our house and especially after sleeping there had been incidences of asthma like symptoms, heaviness of the chest, abdominal discomfort, tiredness, and lower back pain( kidney area); nose bleeds, stomach discomfort, headaches, general weakness, coughing and uncontrollable blood sugar in son (9). Lights flicker, fuses trip, motion lights work inappropriately, light bulbs blow very frequently, significant tarnish around metallic based mirrors, air conditioner ignitor replaced twice in short time. Digital thermostat prematurely expired, recessed lights go out in short periods of use, house stinks, stinks, stinks. We were forced to move out due to these circumstances.

Victim's age at time of incident = ages 8,10,11,37,41  
Victim's sex = female  
Date of incident = from 2005  
Product involved = Possibly dry wall  
Product brand name/manufacturer = ?  
Manufacturer street address = ?  
Place where manufactured (City and State or Country) = ?  
Product model and serial number, manufacture date = ?  
Product damaged, repaired or modified = no  
If yes, before or after the incident =  
Description of damage, repair or modification =  
Date product purchased = December 2004  
Product involved still available = yes  
Have you contacted the manufacturer = no  
If not, do you plan to contact them = yes  
Name Release = Release name to manufacturer only.