



John Mueller <john@keweenawresort.com>

RE: Keweenaw Mountain Lodge PO 2005896-00

39 messages

Jesse Burnham <jesse@wizardlighting.com>

Tue, Aug 6, 2024 at 12:32 PM

To: Orders <orders@trulygreensolutions.com>

Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Quotes <quotes@trulygreensolutions.com>, "john@keweenawresort.com" <john@keweenawresort.com>

Yes everything is correct. I have copied John the end user on this email. John can you please let us know when you would like to schedule the start up?

Jesse Burnham

Wizard Lighting Company

Sales Manager

517-404-7647

www.wizardlighting.com

From: Orders <orders@trulygreensolutions.com>**Sent:** Monday, August 5, 2024 6:36 PM**To:** Jesse Burnham <jesse@wizardlighting.com>**Cc:** Scott Schwenke <Scott.Schwenke@Wittock.com>; Quotes <quotes@trulygreensolutions.com>; Orders <orders@trulygreensolutions.com>**Subject:** RE: Keweenaw Mountain Lodge PO 2005896-00

Hi Jesse ,

Could you kindly confirm that the information on the attached pre-service form is accurate? Additionally, please provide an estimated date for the desired commissioning.

Kind Regards ,

Cynthia Sanhueza

Customer Service | Truly Green Solutions



Office: 818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

orders@trulygreensolutions.com | <http://trulygreensolutions.com>



From: Jesse Burnham <jesse@wizardlighting.com>

Sent: Monday, August 5, 2024 11:15 AM

To: Quotes <quotes@trulygreensolutions.com>; Orders <orders@trulygreensolutions.com>; Tech TGS <tech@trulygreensolutions.com>

Cc: Scott Schwenke <Scott.Schwenke@Wittock.com>

Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

John Mueller - My direct line (mobile) is: 303-435-1859

John is who is the main contact for the commissioning. Can you please call and get this set up ASAP

Jesse Burnham

Wizard Lighting Company

Sales Manager

517-404-7647

www.wizardlighting.com



image001.png
11K

Orders <orders@trulygreensolutions.com>

Wed, Aug 7, 2024 at 4:26 PM

To: "john@keweenawresort.com" <john@keweenawresort.com>, Jesse Burnham <jesse@wizardlighting.com>

Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Orders <orders@trulygreensolutions.com>

Good afternoon John ,

I just left you a message with the front desk receptionist. I wanted to speak with you regarding the QR codes that were included with the 28 pieces of TL7-B2. In order to proceed with commissioning, we need this information to program the fixtures.

Look forward to your response.

Kind Regards,



Cynthia Sanhueza

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2 attachments



image001.png
11K



image003.png
7K

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 To: Orders <orders@trulygreensolutions.com>
 Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Thu, Aug 8, 2024 at 7:12 AM

Jesse, thanks for the email. Sorry I missed your call.

I will call either today or tomorrow.

What is commissioning?

Of note: we installed the Synapse wifi units on the TGS cobrahead light fixtures last fall, and have been using the Synapse software to schedule the lights.

- JM

Sent from my mobile device

On Aug 7, 2024, at 4:26 PM, Orders <orders@trulygreensolutions.com> wrote:

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Orders <orders@trulygreensolutions.com>

Wed, Aug 14, 2024 at 12:30 PM

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Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Orders <orders@trulygreensolutions.com>

Good morning John ,

The Synapse Commissioning service includes the ability to remotely control lighting, along with features such as scene setting and other advanced controls. Additionally, a Synapse team member will be available to guide you through the process and explain the features for setting up fixtures remotely.

As mentioned below, you indicated that you have been using the Synapse software to schedule the lights. Could you please clarify what you mean by this?

Kind Regards,



Cynthia Sanhueza

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image002.png
7K

John Mueller <john@keweenawresort.com>

Thu, Aug 15, 2024 at 10:33 AM

To: Orders <orders@trulygreensolutions.com>

Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Morning Cynthia,

We have been using the Synapse without anyone "commissioning" the lights. We installed the wifi modules on the TGS cobrahead lights. It was done by us, and I have talked with Synapse with questions. But Synapse didn't do anything. So I am still trying figure out what actually is done by someone (other than us) to "commission" the wifi units.

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Sales Manager

517-404-7647

www.wizardlighting.com

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5 attachments

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 **image012.png**
1K

 **image013.png**
1K

 **image014.png**
1K

 **image015.png**
1K

John Mueller <john@keweenawresort.com>
To: Orders <orders@trulygreensolutions.com>

Sun, Aug 18, 2024 at 6:53 AM

Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Cynthia,

I am still trying to figure out what commissioning is and what it entailed doing. Who did the commissioning? Since we did the install, and worked with Synapse on customer support, did we do the commissioning? Or did TGS do the commissioning? Or did Wizard Lighting do the commissioning? Or did Standard Electric do the commissioning?

Thanks.

- JM

[Quoted text hidden]

Jesse Burnham <jesse@wizardlighting.com>

Mon, Aug 19, 2024 at 9:04 AM

To: John Mueller <john@keweenawresort.com>, Orders <orders@trulygreensolutions.com>

Cc: Scott Schwenke <Scott.Schwenke@wittock.com>

Sounds like Synapse walked you through it. Are all the lights working correctly and did you set any scenes you wanted?

Jesse Burnham

Wizard Lighting Company

Vice President

517-404-7647

www.wizardlighting.com

From: John Mueller <john@keweenawresort.com>

Sent: Sunday, August 18, 2024 6:54 AM

To: Orders <orders@trulygreensolutions.com>

Cc: Jesse Burnham <jesse@wizardlighting.com>; Scott Schwenke <Scott.Schwenke@wittock.com>

Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

You don't often get email from john@keweenawresort.com. [Learn why this is important](#)

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To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Mon, Aug 19, 2024 at 11:09 AM

Jesse,

Synapse didn't walk us through it. We did it on our own. I asked Synapse customer support specific support questions after we did the install. And we probably did the commissioning, not Synapse -- that is yet to be determined, as it hasn't been defined what commissioning is.

As you can see from emails with Scott Schwenke we have questions about the antenna -- we were told we need it, but we don't. And there is one Wifi unit that didn't work when we installed it initially. We are still trying to figure out if it works (it is an extra one for us at this point in time).

- JM

[Quoted text hidden]

Jesse Burnham <jesse@wizardlighting.com>
To: John Mueller <john@keweenawresort.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Mon, Aug 19, 2024 at 1:52 PM

Hey John, we will be reaching out with a few dates as we would like to have a zoom meeting with TGS and Synapse to make sure everything is correctly working and set up to your needs. The antenna was quoted as there was talks about needing it for the long range connections from indoor to outdoor, but If that's not the case we can work on returning it. TGS and Synapse should be able to remotely log into your system to make sure the Wifi unit is working properly

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Mon, Aug 26, 2024 at 5:53 AM

Sounds good. - JM

[Quoted text hidden]

Orders <orders@trulygreensolutions.com>
To: John Mueller <john@keweenawresort.com>, Jesse Burnham <jesse@wizardlighting.com>
Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Orders <orders@trulygreensolutions.com>

Thu, Sep 5, 2024 at 4:10 PM

Good afternoon ,

I would like to touch base regarding the commissioning services for the Keweenaw Mountain Lodge. Currently, the customer has the TL7-HVG system installed, which supports only basic on/off functionality.

Our Synapse commissioning services offer a range of advanced features, including on/off switching, dimming, external sensor input, highly accurate power metering, GPS integration, optional tilt functionality, and status monitoring of lighting fixtures.

To facilitate a smooth implementation, the Synapse team schedules a call to guide you through these functions step-by-step. For your reference, I have attached the specification sheet outlining these features.

Could you please confirm whether the customer intends to incorporate these additional services for the Keweenaw Mountain Lodge?

Kind Regards ,



Cynthia Sanhueza

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[Quoted text hidden]

2 attachments



image001.png
11K

 **Cutsheet_TL7-HVG (1).pdf**
751K

Jesse Burnham <jesse@wizardlighting.com>

Fri, Sep 6, 2024 at 8:23 AM

To: Orders <orders@trulygreensolutions.com>, John Mueller <john@keweenawresort.com>

Cc: Scott Schwenke <Scott.Schwenke@wittock.com>

Hey John/ Scott. Do you have a good time we can schedule this? The commission is apart of the fixtures so I want to make sure you get the most out of the system!

[Quoted text hidden]



image001.png
11K

Orders <orders@trulygreensolutions.com>

Fri, Sep 6, 2024 at 1:37 PM

To: Jesse Burnham <jesse@wizardlighting.com>, John Mueller <john@keweenawresort.com>

Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Orders <orders@trulygreensolutions.com>

Good afternoon ,

Could you please provide an estimated date for when you would like the commissioning to be scheduled? I will relay this information to Synapse so they can arrange accordingly.

Kind Regards,



Cynthia Sanhuesa

CUSTOMER SERVICE REPRESENTATIVE

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2 attachments



image001.png
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image002.png
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To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Wed, Sep 11, 2024 at 7:09 AM

How does Friday or Monday work for everybody? It would be good to have Scott, Jesse, Cynthia, a rep from Synapse, and me on the same call. - JM

[Quoted text hidden]

Orders <orders@trulygreensolutions.com>
To: John Mueller <john@keweenawresort.com>, Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Wed, Sep 11, 2024 at 6:21 PM

Hi John ,

I will forward the attached pre-service form to Synapse on your behalf. I've notified them of your preference to schedule the service for Monday; however, please be aware that this date is subject to their availability. I will follow up with my team tomorrow to gather additional details.

[Quoted text hidden]

3 attachments



image001.png
11K



image008.jpg
5K

 **Synapse Pre-service Form.pdf**
275K

John Mueller <john@keweenawresort.com> Fri, Sep 13, 2024 at 4:38 AM
 To: Orders <orders@trulygreensolutions.com>
 Cc: Jesse Burnham <jesse@wizardlighting.com>, Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Ok, thanks.

Please understand that we did the install of the Wi-Fi modules last fall, and have been using the software system since then. Synapse should already know who we are as I have worked with them on questions I had after we did the install. This is one of the reasons why I am questioning what commissioning is. What is commissioning?

- JM

[Quoted text hidden]

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John ,

While we understand that you have installed and are using the wireless system, the commissioning will help synapse remotely access your system and make sure that everything is working correctly and that you have all of the tools needed to utilize the most of what this system has to offer. As I had previously stated, this system does more than just simple remote on/off, our Synapse commissioning services offer a range of advanced features, including on/off switching, dimming, external sensor input, highly accurate power metering, GPS integration, optional tilt functionality, and status monitoring of lighting fixtures.

[Quoted text hidden]



image001.png
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Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>, Orders <orders@trulygreensolutions.com>

Thanks for the explanation. We have been doing this for the past 10-11 months already on our own with the Synapse system.

But I have setup a suggested time via Google Calendar for all of us to meet to officially do the commissioning of the system that we have been using for the past 10-11 months. If the time doesn't work, please suggest another time. Thanks.

- JM
[Quoted text hidden]

Orders <orders@trulygreensolutions.com> Mon, Sep 23, 2024 at 6:33 PM
To: John Mueller <john@keweenawresort.com>
Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>, Orders <orders@trulygreensolutions.com>

Hi John ,

We contacted Charles from Synapse, who is the main point of contact for commissioning. He mentioned that he has been trying to reach you but has not been successful. Could you kindly verify that we have the correct phone number on file to ensure smooth communication?



[Quoted text hidden]

2 attachments



John Mueller <john@keweenawresort.com> Tue, Sep 24, 2024 at 6:27 AM
To: Orders <orders@trulygreensolutions.com>

Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Thanks.

Main line: 906-289-4403

Mobile: 303-435-1859

- JM

Sent from my mobile device

On Sep 23, 2024, at 6:33 PM, Orders <orders@trulygreensolutions.com> wrote:

Hi John ,

We contacted Charles from Synapse, who is the main point of contact for commissioning. He mentioned that he has been trying to reach you but has not been successful. Could you kindly verify that we have the correct phone number on file to ensure smooth communication?

Kind Regards ,

Cynthia Sanhueza

Customer Service | Truly Green Solutions

Office: 818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

orders@trulygreensolutions.com | <http://trulygreensolutions.com>

For all **RMA** and **Technical Support** requests, please e-mail orders@trulygreensolutions.com.

From: John Mueller <john@keweenawresort.com>
Sent: Sunday, September 22, 2024 4:04 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Jesse Burnham <jesse@wizardlighting.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

Thanks for the explanation. We have been doing this for the past 10-11 months already on our own with the Synapse system.

But I have setup a suggested time via Google Calendar for all of us to meet to officially do the commissioning of the system that we have been using for the past 10-11 months. If the time doesn't work, please suggest another time. Thanks.

- JM

On Fri, Sep 13, 2024 at 1:12 PM Orders <orders@trulygreensolutions.com> wrote:

John ,

While we understand that you have installed and are using the wireless system, the commissioning will help synapse remotely access your system and make sure that everything is working correctly and that you have all of the tools needed to utilize the most of what this system has to offer. As I had previously stated, this system does more than just simple remote on/off, our Synapse commissioning services offer a range of advanced features, including on/off switching, dimming, external sensor input, highly accurate power metering, GPS integration, optional tilt functionality, and status monitoring of lighting fixtures.

Kind Regards ,

Cynthia Sanhueza

Customer Service | Truly Green Solutions

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orders@trulygreensolutions.com | <http://trulygreensolutions.com>

For all **RMA** and **Technical Support** requests, please e-mail orders@trulygreensolutions.com.

From: John Mueller <john@keweenawresort.com>
Sent: Friday, September 13, 2024 1:39 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Jesse Burnham <jesse@wizardlighting.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

Ok, thanks.

Please understand that we did the install of the Wi-Fi modules last fall, and have been using the software system since then. Synapse should already know who we are as I have worked with them on questions I had after we did the install. This is one of the reasons why I am questioning what commissioning is. What is commissioning?

- JM

On Wed, Sep 11, 2024 at 6:21 PM Orders <orders@trulygreensolutions.com> wrote:

Hi John ,

I will forward the attached pre-service form to Synapse on your behalf. I've notified them of your preference to schedule the service for Monday; however, please be aware that this date is subject to their availability. I will follow up with my team tomorrow to gather additional details.

Kind Regards ,

Cynthia Sanhueza

Customer Service | Truly Green Solutions

Office: 818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

orders@trulygreensolutions.com | <http://trulygreensolutions.com>

For all **RMA** and **Technical Support** requests, please e-mail orders@trulygreensolutions.com.

From: John Mueller <john@keweenawresort.com>
Sent: Wednesday, September 11, 2024 4:10 AM
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

How does Friday or Monday work for everybody? It would be good to have Scott, Jesse, Cynthia, a rep from Synapse, and me on the same call. - JM

On Fri, Sep 6, 2024 at 8:23AM Jesse Burnham <jesse@wizardlighting.com> wrote:

Hey John/ Scott. Do you have a good time we can schedule this? The commission is apart of the fixtures so I want to make sure you get the most out of the system!

Jesse Burnham

Wizard Lighting Company

Vice President

517-404-7647

www.wizardlighting.com

From: Orders <orders@trulygreensolutions.com>
Sent: Thursday, September 5, 2024 4:11 PM
To: John Mueller <john@keweenawresort.com>; Jesse Burnham <jesse@wizardlighting.com>
Cc: Scott Schwenke <Scott.Schwenke@wittock.com>; Orders <orders@trulygreensolutions.com>
Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

Good afternoon ,

I would like to touch base regarding the commissioning services for the Keweenaw Mountain Lodge. Currently, the customer has the TL7-HVG system installed, which supports only basic on/off functionality.

Our Synapse commissioning services offer a range of advanced features, including on/off switching, dimming, external sensor input, highly accurate power metering, GPS integration, optional tilt functionality, and status monitoring of lighting fixtures.

To facilitate a smooth implementation, the Synapse team schedules a call to guide you through these functions step-by-step. For your reference, I have attached the specification sheet outlining these features.

Could you please confirm whether the customer intends to incorporate these additional services for the Keweenaw Mountain Lodge?

Kind Regards ,

Cynthia Sanhueza

Customer Service | Truly Green Solutions

Office: 818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

orders@trulygreensolutions.com | <http://trulygreensolutions.com>

For all **RMA** and **Technical Support** requests, please e-mail orders@trulygreensolutions.com.

From: John Mueller <john@keweenawresort.com>
Sent: Monday, August 26, 2024 2:54 AM
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

Sounds good. - JM

On Mon, Aug 19, 2024 at 1:53 PM Jesse Burnham <jesse@wizardlighting.com> wrote:

Hey John, we will be reaching out with a few dates as we would like to have a zoom meeting with TGS and Synapse to make sure everything is correctly working and set up to your needs. The antenna was quoted as there was talks about needing it for the long range connections from indoor to outdoor, but If that's not the case we can work on returning it. TGS and Synapse should be able to remotely log into your system to make sure the Wifi unit is working properly

Jesse Burnham

Wizard Lighting Company

Vice President

517-404-7647

www.wizardlighting.com

From: John Mueller <john@keweenawresort.com>
Sent: Monday, August 19, 2024 11:09 AM
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

Jesse,

Synapse didn't walk us through it. We did it on our own. I asked Synapse customer support specific support questions after we did the install. And we probably did the commissioning, not Synapse -- that is yet to be determined, as it hasn't been defined what commissioning is.

As you can see from emails with Scott Schwenke we have questions about the antenna -- we were told we need it, but we don't. And there is one Wifi unit that didn't work when we installed it initially. We are still trying to figure out if it works (it is an extra one for us at this point in time).

- JM

On Mon, Aug 19, 2024 at 9:04 AM Jesse Burnham <jesse@wizardlighting.com> wrote:

Sounds like Synapse walked you through it. Are all the lights working correctly and did you set any scenes you wanted?

Jesse Burnham

Wizard Lighting Company

Vice President

517-404-7647

www.wizardlighting.com

From: John Mueller <john@keweenawresort.com>
Sent: Sunday, August 18, 2024 6:54 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Jesse Burnham <jesse@wizardlighting.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

You don't often get email from john@keweenawresort.com. [Learn why this is important](#)

Cynthia,

I am still trying to figure out what commissioning is and what it entailed doing. Who did the commissioning? Since we did the install, and worked with Synapse on customer support, did we do the commissioning? Or did TGS do the commissioning? Or did Wizard Lighting do the commissioning? Or did Standard Electric do the commissioning?

Thanks.

- JM

On Thu, Aug 15, 2024 at 10:33 AM John Mueller <john@keweenawresort.com> wrote:

Morning Cynthia,

We have been using the Synapse without anyone "commissioning" the lights. We installed the wifi modules on the TGS cobrahead lights. It was done by us, and I have talked with Synapse with questions. But Synapse didn't do anything. So I am still trying figure out what actually is done by someone (other than us) to "commission" the wifi units.

- JM

Sent from my mobile device

On Aug 14, 2024, at 12:30 PM, Orders <orders@trulygreensolutions.com> wrote:

Good morning John ,

The Synapse Commissioning service includes the ability to remotely control lighting, along with features such as scene setting and other advanced controls. Additionally, a Synapse team member will be available to guide you through the process and explain the features for setting up fixtures remotely.

As mentioned below, you indicated that you have been using the Synapse software to schedule the lights. Could you please clarify what you mean by this?

Kind Regards,

Cynthia Sanhueza

CUSTOMER SERVICE REPRESENTATIVE

818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

info@tgssports.com | www.tgssports.com

For all **RMA** and **Technical Support** requests, please e-mail orders@trulygreensolutions.com.

From: John Mueller <john@keweenawresort.com>
Sent: Thursday, August 8, 2024 4:13 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Jesse Burnham <jesse@wizardlighting.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

Jesse, thanks for the email. Sorry I missed your call.

I will call either today or tomorrow.

What is commissioning?

Of note: we installed the Synapse wifi units on the TGS cobrahead light fixtures last fall, and have been using the Synapse software to schedule the lights.

- JM

Sent from my mobile device

On Aug 7, 2024, at 4:26 PM, Orders
<orders@trulygreensolutions.com> wrote:

Good afternoon John ,

I just left you a message with the front desk receptionist. I wanted to speak with you regarding the QR codes that were included with the 28 pieces of TL7-B2. In order to proceed with commissioning, we need this information to program the fixtures.

Look forward to your response.

Kind Regards,

Cynthia Sanhueza

CUSTOMER SERVICE REPRESENTATIVE

818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

info@tgssports.com | www.tgssports.com

From: Jesse Burnham <jesse@wizardlighting.com>
Sent: Tuesday, August 6, 2024 9:33 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Scott Schwenke <Scott.Schwenke@Wittock.com>; Quotes <quotes@trulygreensolutions.com>;

john@keweenawresort.com

Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

Yes everything is correct. I have copied John the end user on this email. John can you please let us know when you would like to schedule the start up?

Jesse Burnham

Wizard Lighting Company

Sales Manager

517-404-7647

www.wizardlighting.com

From: Orders <orders@trulygreensolutions.com>
Sent: Monday, August 5, 2024 6:36 PM
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Scott Schwenke <Scott.Schwenke@Wittock.com>; Quotes <quotes@trulygreensolutions.com>; Orders <orders@trulygreensolutions.com>
Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

Hi Jesse ,

Could you kindly confirm that the information on the attached pre-service form is accurate? Additionally, please provide an estimated date for the desired commissioning.

Kind Regards ,

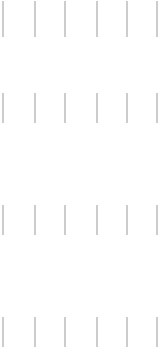
Cynthia Sanhueza

Customer Service | Truly Green Solutions

Office: 818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

orders@trulygreensolutions.com | <http://trulygreensolutions.com>



From: Jesse Burnham <jesse@wizardlighting.com>
Sent: Monday, August 5, 2024 11:15 AM
To: Quotes <quotes@trulygreensolutions.com>; Orders <orders@trulygreensolutions.com>; Tech TGS <tech@trulygreensolutions.com>
Cc: Scott Schwenke <Scott.Schwenke@Wittock.com>
Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

John Mueller - My direct line (mobile) is: 303-435-1859

John is who is the main contact for the commissioning. Can you please call and get this set up ASAP

Jesse Burnham
Wizard Lighting Company
Sales Manager
517-404-7647
www.wizardlighting.com

...

[Message clipped] [View entire message](#)

44 attachments



Charles Workman
Project Manager - Solutions Engineering
Huntsville, AL
© 2015-2021 Synapse
@charles_workman @charlesworkman.com
Proverbs 8 "Those who seek me find life"

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 **Synapse Pre-service Form.pdf**
275K

Shannon Eaker <seaker@trulygreensolutions.com>

Wed, Oct 2, 2024 at 5:38 PM

To: John Mueller <john@keweenawresort.com>, Orders <orders@trulygreensolutions.com>

Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>, Greg Voce <support@synapsewireless.freshdesk.com>

Good afternoon, John,

Thank you again for taking the time yesterday to meet with us and Greg from Synapse. As Greg mentioned, you did an amazing job setting up this process and getting as far along as you did on your own. I know Greg walked you through some additional advantages to the commissioning platform which you will find beneficial.

Again, please let us know if you have any additional questions that you need assistance with.

Greg, thank you again for your time and joining the call. We always appreciate your knowledge and support!

Hope everyone has a wonderful evening!

Shannon



Shannon Eaker

Director of Operations | Truly Green Solutions

Office: 818-206-4404 - Cell: 818-304-5371- Fax: 866-577-5302

[9601 Variel Avenue | Chatsworth, CA 91311](#)

seaker@trulygreensolutions.com | <http://trulygreensolutions.com>



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John Mueller <john@keweenawresort.com>

Tue, Dec 10, 2024 at 7:38 AM

To: Jesse Burnham <jesse@wizardlighting.com>

Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Jesse,

Scott has told that y'all have been trying to reach me regarding the commissioning bill from Standard Electric.

Please explain how y'all performed the commissioning services that I performed, and why y'all think y'all provided those services. No one from Wizard was on the call with Truly Green Solutions and Synapse. If you were on that call, you would

have heard that Synapse confirmed we did the commissioning ourselves, and that the support person from Synapse confirmed we did a good job setting up the system (i.e. we did the commissioning).

A company shouldn't bill for services they didn't provide.

- JM

Sent from my mobile device

On Sep 6, 2024, at 8:23 AM, Jesse Burnham <jesse@wizardlighting.com> wrote:

Hey John/ Scott. Do you have a good time we can schedule this? The commission is apart of the fixtures so I want to make sure you get the most out of the system!

Jesse Burnham

Wizard Lighting Company

Vice President

517-404-7647

www.wizardlighting.com

From: Orders <orders@trulygreensolutions.com>

Sent: Thursday, September 5, 2024 4:11 PM

To: John Mueller <john@keweenawresort.com>; Jesse Burnham <jesse@wizardlighting.com>

Cc: Scott Schwenke <Scott.Schwenke@wittock.com>; Orders <orders@trulygreensolutions.com>

Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

Good afternoon ,

I would like to touch base regarding the commissioning services for the Keweenaw Mountain Lodge. Currently, the customer has the TL7-HVG system installed, which supports only basic on/off functionality.

Our Synapse commissioning services offer a range of advanced features, including on/off switching, dimming, external sensor input, highly accurate power metering, GPS integration, optional tilt functionality, and status monitoring of lighting fixtures.

To facilitate a smooth implementation, the Synapse team schedules a call to guide you through these functions step-by-step. For your reference, I have attached the specification sheet outlining these features.

Could you please confirm whether the customer intends to incorporate these additional services for the Keweenaw Mountain Lodge?

Kind Regards ,

<image002.jpg>
Cynthia Sanhueza

Customer Service | Truly Green Solutions

Office: 818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

orders@trulygreensolutions.com | <http://trulygreensolutions.com>

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Kind Regards,

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Cynthia Sanhueza

CUSTOMER SERVICE REPRESENTATIVE

818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

info@tgssports.com | www.tgssports.com

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For all **RMA** and **Technical Support** requests, please e-mail orders@trulygreensolutions.com.

From: John Mueller <john@keweenawresort.com>
Sent: Thursday, August 8, 2024 4:13 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Jesse Burnham <jesse@wizardlighting.com>; Scott Schwenke <Scott.Schwenke@wittock.com>
Subject: Re: Keweenaw Mountain Lodge PO 2005896-00

Jesse, thanks for the email. Sorry I missed your call.

I will call either today or tomorrow.

What is commissioning?

Of note: we installed the Synapse wifi units on the TGS cobrahead light fixtures last fall, and have been using the Synapse software to schedule the lights.

- JM

Sent from my mobile device

On Aug 7, 2024, at 4:26 PM, Orders <orders@trulygreensolutions.com> wrote:

Good afternoon John ,

I just left you a message with the front desk receptionist. I wanted to speak with you regarding the QR codes that were included with the 28 pieces of TL7-B2. In order to proceed with commissioning, we need this information to program the fixtures.

Look forward to your response.

Kind Regards,

<image021.png>
Cynthia Sanhueza

CUSTOMER SERVICE REPRESENTATIVE

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9601 Variel Avenue | Chatsworth, CA 91311

info@tgssports.com | www.tgssports.com

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From: Jesse Burnham <jesse@wizardlighting.com>
Sent: Tuesday, August 6, 2024 9:33 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Scott Schwenke <Scott.Schwenke@Wittock.com>; Quotes <quotes@trulygreensolutions.com>; john@keweenawresort.com
Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

Yes everything is correct. I have copied John the end user on this email. John can you please let us know when you would like to schedule the start up?

Jesse Burnham
Wizard Lighting Company
Sales Manager
517-404-7647
www.wizardlighting.com

From: Orders <orders@trulygreensolutions.com>
Sent: Monday, August 5, 2024 6:36 PM
To: Jesse Burnham <jesse@wizardlighting.com>

Cc: Scott Schwenke <Scott.Schwenke@Wittock.com>; Quotes <quotes@trulygreensolutions.com>; Orders <orders@trulygreensolutions.com>
Subject: RE: Keweenaw Mountain Lodge PO 2005896-00

Hi Jesse ,

Could you kindly confirm that the information on the attached pre-service form is accurate? Additionally, please provide an estimated date for the desired commissioning.

Kind Regards ,

<image027.jpg>
Cynthia Sanhueza

Customer Service | Truly Green Solutions

Office: 818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

orders@trulygreensolutions.com | <http://trulygreensolutions.com>

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John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Tue, Dec 10, 2024 at 9:42 AM

Jesse, in following up on my email from this morning, I found an email that was from Steve saying what was quoted for commissioning. See email below.

There was not remote programming from Synapse. Synapse sat on a call (a call with Synapse, Truly Green Solutions, and me), and they reviewed what I had setup / programmed in the system (not what they had setup / programmed). This

would indicate that the remote programming was not done, so it is confusing why y'all think you can bill for something that wasn't provided.

- JM

On Wed, Mar 1, 2023 at 2:46 PM Steve Sedlak <steve@wizardlighting.com> wrote:

Hi John,

The commissioning on the quote is actually for remote programming of the devices through the manufacturer, so the price will stay the same. Sorry for the late response, I want to get you the most accurate information before I respond.

Let me know if you need anything else,

Steve Sedlak

Wizard Lighting Company

Controls Specialist

Cell: 734-730-2442

Office: 248-714-5076

[Quoted text hidden]

John Mueller <john@keweenawresort.com>

Thu, Dec 12, 2024 at 1:05 PM

To: Jesse Burnham <jesse@wizardlighting.com>

Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Jesse, I am following up on this. See email below from Tuesday. - JM

[Quoted text hidden]

Jesse Burnham <jesse@wizardlighting.com>

Fri, Dec 13, 2024 at 9:39 AM

To: John Mueller <john@keweenawresort.com>

Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

John,

I understand your frustration. Although this was an unorthodox version of startup it was complete. We did verify that you the end user completed the commissioning on your own, which we were unaware of at the time due to your sales rep leaving our company. TGS and Synapse did confirm that the sequences/ programs were set, and the system will work properly and made sure you are comfortable with the functionality of the system for future changes.

With that said, TGS cannot cancel the commissioning fee as it would void the warranty. The commissioning fee is also important because these types of systems most often require support down the road, which will require consulting with us and future remote commissioning to ensure their system runs smoothly over the course of warranty period.

[Quoted text hidden]

Jesse Burnham <jesse@wizardlighting.com>

Fri, Dec 13, 2024 at 9:40 AM

To: John Mueller <john@keweenawresort.com>

What I can do though is if you have any lighting needs in the future I can make sure you get them at cost to help off set this.

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Sun, Dec 22, 2024 at 8:35 PM

Jesse,

Ok, but why should we pay full price to y'all when I had to do the work? And then it took almost a year after I finished the setup to get "commissioning" ordered?

I don't see how canceling the commissioning fee would reduce the warranty. Synapse confirmed that I set up the system properly, and that normally commissioning is done on larger systems.

Usually if we have to consult with you, you end up charging us a fee anyway. Are you telling me that if we consult with you all on the system in the future, it won't cost us anything?

And when consulting with you all for this initial purchase, you all said that we required an antenna when I questioned it. However, y'all kept pushing it. Scott now has the antenna as we didn't need it. So I don't see how consulting with someone that doesn't understand our system will be beneficial.

What is the warranty period? And when did the warranty period start?

- JM

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Mon, Jan 6, 2025 at 3:01 PM

Hi Jesse, hope your new year has started off well.

I am following up on the email that I sent you on December 22nd. Please see the text below.

- JM

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Fri, Jan 17, 2025 at 10:17 AM

Jesse, I am again following up on the email I sent you on December 22nd. Thoughts? - JM

[Quoted text hidden]

Jesse Burnham <jesse@wizardlighting.com>
To: John Mueller <john@keweenawresort.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Fri, Jan 17, 2025 at 10:47 AM

John,

Unfortunately, there is nothing further we can do. Hopefully you enjoy the product, but at this point we need you to pay Standard Electric.

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Orders <orders@trulygreensolutions.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Fri, Jan 17, 2025 at 11:07 AM

Jesse, interesting. So Standard Electric did not provide a commissioning service. Wizard Lighting did not provide a commissioning service. And I had to push multiple times, and it wasn't until a year after Martin and I did the install that you talked with Truly Green Solutions and Synapse about getting on a call to talk about what we did (we did the "commissioning").

In what world does a company invoice and get paid when they don't provide the service they quoted for?

- JM

[Quoted text hidden]

Jesse Burnham <jesse@wizardlighting.com>
To: John Mueller <john@keweenawresort.com>
Cc: Scott Schwenke <Scott.Schwenke@wittock.com>

Fri, Jan 17, 2025 at 11:43 AM

John, once again there is nothing further to be done.

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Truly Green Solutions <orders@trulygreensolutions.com>

Mon, Jan 20, 2025 at 8:41 AM

Jesse,

You have yet to answer the questions I asked in my December 22nd email. I would appreciate it if you would answer those questions as they pertain to warranty and customer support.

Thank you.

- JM

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Truly Green Solutions <orders@trulygreensolutions.com>

Thu, Jan 23, 2025 at 5:49 AM

Jesse,

I would appreciate an answer to my questions from the December 22nd I sent you. Those questions are in reference to you mentioning that commissioning pertains to warranty of the units.

As well, it would be good for you to go back into the history of the emails and see that one of the units didn't function properly, and no one from Standard Electric or Wizard Lighting addressed that issue. If you don't have that info, you can refer to Scott at Standard Electric.

- JM

Sent from my mobile device

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Jesse Burnham <jesse@wizardlighting.com>
To: John Mueller <john@keweenawresort.com>

Thu, Jan 23, 2025 at 7:21 AM

Hey John, I am confirming with the TrulyGreen on the warranty. Ill be in touch later today.

[Quoted text hidden]

John Mueller <john@keweenawresort.com>
To: Jesse Burnham <jesse@wizardlighting.com>
Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Truly Green Solutions <orders@trulygreensolutions.com>

Wed, Feb 5, 2025 at 3:17 AM

Jesse, I am following up on this. Do you have any update on the warranty info? - JM

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Orders <orders@trulygreensolutions.com>
To: John Mueller <john@keweenawresort.com>, Jesse Burnham <jesse@wizardlighting.com>
Cc: Scott Schwenke <Scott.Schwenke@wittock.com>, Orders <orders@trulygreensolutions.com>

Wed, Feb 5, 2025 at 4:48 PM

Good afternoon John ,

I would like to clarify that the Synapse service does not include a warranty; only the fixtures are covered under a 5-year warranty. According to our records, the fixtures were ordered under PO 4430-DM-963001D. Please find the attached invoice for your reference.

Kindly note that the warranty period for the fixtures will conclude later this year.

Should you have any further questions, please do not hesitate to reach out.

Kind Regards,



Cynthia Sanhueza
CUSTOMER SERVICE REPRESENTATIVE
818.206.4404 | Fax 866.577.5302
9601 Variel Avenue | Chatsworth, CA 91311

info@tgssports.com | www.tgssports.com



For all **RMA** and **Technical Support** requests, please e-mail orders@trulygreensolutions.com.

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2 attachments



image008.png
7K

Invoice #51558.pdf
261K

John Mueller <john@keweenawresort.com> Tue, Feb 11, 2025 at 5:14 AM
To: Orders <orders@trulygreensolutions.com>
Cc: Jesse Burnham <jesse@wizardlighting.com>, Scott Schwenke <Scott.Schwenke@wittock.com>

Cynthia ,

Thanks for the info. So the warranty is from the original purchase of the fixtures. Those were fixtures that were handled by Bay Electric (not Wizard Lighting / Standard Electric) when Bay did the physical install of our street lights.

Jesse,

Since there is not a warranty on the Synapse WiFi modules, what warranty are you referring?

- JM

On Feb 5, 2025, at 4:48 PM, Orders <orders@trulygreensolutions.com> wrote:

Good afternoon John ,

I would like to clarify that the Synapse service does not include a warranty; only the fixtures are covered under a 5-year warranty. According to our records, the fixtures were ordered under PO 4430-DM-963001D. Please find the attached invoice for your reference.

Kindly note that the warranty period for the fixtures will conclude later this year.

Should you have any further questions, please do not hesitate to reach out.

Kind Regards,

<image001.png>
Cynthia Sanhueza

CUSTOMER SERVICE REPRESENTATIVE

818.206.4404 | Fax 866.577.5302

9601 Variel Avenue | Chatsworth, CA 91311

info@tgssports.com | www.tgssports.com

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<Invoice #51558.pdf>

Jesse Burnham <jesse@wizardlighting.com>

Wed, Feb 12, 2025 at 4:37 PM

To: John Mueller <john@keweenawresort.com>, Orders <orders@trulygreensolutions.com>

Cc: Scott Schwenke <Scott.Schwenke@wittock.com>

Sorry I miss spoke. I thought the Synapse had a warranty.

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