RE: Atosa Freezer Repair Proposal #9881

From: Legacy Service & Supply (service@legacyserviceandsupply.com)
To: bret_blackford@yahoo.com; service@legacyserviceandsupply.com
Cc: bblackford@mcknightcrossings.org; thunsaker@mcknightcrossings.org
Date: Thursday, July 16, 2026 at 07:49 PM UTC

Good afternoon, Bret.

Please see the answers to your questions below:

1. The estimated shipping charge for the replacement parts.

- We checked with the vendor and shipping for this order will be $15.49, this has been added to the quoted total.

2. The firm, not-to-exceed total cost to complete the proposed repair, including all parts, labor, shipping, service charges, and taxes.

- $855.06 is the NTE. This includes parts, labor, estimated shipping, and service call charge. I also included the 3% credit card fee.
- Taxes have been removed from this proposal since we received your tax-exempt form.

3. Whether any portion of the diagnostic charge can be credited toward the repair.

- As discussed on the phone with Tom yesterday, we do not provide free estimates. The original total you paid for the service call(invoice S-52519) was $427.71. We did refund 30 minutes' worth of time and part of the CC fee for this call in the amount of $59.23. We cannot credit any more of this invoice as it covers the techs time to diagnose and prepare the quote. The quoted total is separate from the service call total.

4. Whether your technician found the compressor and sealed refrigeration system to be operating properly.

- We did confirm that the other refrigeration components do run and seem to work as they should, but we can not 100% confirm without the evaporator fan operational.

5. Whether replacing the evaporator fan motor and door switch is expected to correct the temperature problem and allow the freezer to reach and consistently maintain approximately 0°F.

- Due to the evaporator fan being faulty, we have no way of knowing that the unit will pull down to the desired 0* without this component being replaced.

6. What warranty would apply to the repair, parts, and labor.

- There is 30-day labor warranty, and a 60-day part warranty.

Please let me know if you have any further questions. The updated proposal form is attached here.

Thank you,

Alli Huffman
314-775-4793
service@legacyserviceandsupply.com

From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Thursday, July 16, 2026 8:48 AM

To: Legacy Service & Supply <Service@legacyserviceandsupply.com>
Cc: Sys Admin <bblackford@mcknightcrossings.org>; Tom Hunsaker <thunsaker@mcknightcrossings.org>
Subject: Fw: Atosa Freezer Repair Proposal #9881

Also, I am attaching our sales tax exemption letter.
--- Bret

----- Forwarded Message -----
From: M Bret Blackford <bret_blackford@yahoo.com>
To: Service@legacyserviceandsupply.com <service@legacyserviceandsupply.com>
Cc: Tom Hunsaker <thunsaker@mcknightcrossings.org>; Sys Admin <bblackford@mcknightcrossings.org>
Sent: Wednesday, July 15, 2026 at 05:42:15 PM CDT
Subject: Atosa Freezer Repair Proposal #9881

Hello,

Thank you for diagnosing our Atosa freezer and providing the repair proposal. Before we decide whether to proceed, I would appreciate clarification on a few items.

We have already paid **$427.71** for the diagnostic service, and the proposal shows an additional repair cost of **$827.67**. It also notes that shipping is excluded and that further diagnosis may be required. Because the freezer is several years old, we need to compare the full repair cost with the cost of replacing it with a smaller new unit.

Could you please confirm:

1. The estimated shipping charge for the replacement parts.
2. The firm, not-to-exceed total cost to complete the proposed repair, including all parts, labor, shipping, service charges, and taxes.
3. Whether any portion of the diagnostic charge can be credited toward the repair.
4. Whether your technician found the compressor and sealed refrigeration system to be operating properly.
5. Whether replacing the evaporator fan motor and door switch is expected to correct the temperature problem and allow the freezer to reach and consistently maintain approximately 0°F.
6. What warranty would apply to the repair, parts, and labor.

We understand that unforeseen issues can sometimes arise, but we would prefer not to authorize the work without a reasonably firm total and confidence that the proposed repair will resolve the cooling problem.

Thank you for your help.

— Bret Blackford
McKnight Crossings Church

---------- Forwarded message ---------
From: **Legacy Service & Supply** <Service@legacyserviceandsupply.com>
Date: Tue, Jul 14, 2026 at 10:58 AM
Subject: FW: Proposal 9881 - Repairs to Atosa
To: thunsaker@mcknightcrossings.org <thunsaker@mcknightcrossings.org>
Cc: Legacy Service & Supply <Service@legacyserviceandsupply.com>

Thank you,
Heather Banks
314-775-4793
service@legacyserviceandsupply.com



From: Legacy Service & Supply <Service@legacyserviceandsupply.com>
Sent: Tuesday, July 14, 2026 10:41 AM
To: tomhunsaker@mcknightcrossings.org
Cc: Legacy Service & Supply <Service@legacyserviceandsupply.com>
Subject: FW: Proposal 9881 - Repairs to Atosa

Hi Tom,

Here is the quote for the freezer. Let us know if you have any questions.

Thank you,

Heather Banks

314-775-4793

service@legacyserviceandsupply.com

From: Legacy Service & Supply <Service@legacyserviceandsupply.com>
Sent: Monday, July 13, 2026 8:53 AM
To: tmhnskr@yahoo.com
Cc: Legacy Service & Supply <Service@legacyserviceandsupply.com>
Subject: Proposal 9881 - Repairs to Atosa

Good morning,

I have attached proposal 9881 for repairs to the Atosa reach-in freezer at McKnight Crossings Church. Upon approval a down payment of $413.84 will be collected, the remaining balance will be due on the day of repair. Please let me know if you would like to move forward.

Thank you,

Alli Huffman

314-775-4793

PROPOSAL

[X] Diagnostic Service Call [ ] Preventative Maintenance

Quote#:9881

7/13/2026

McKnight Crossings Church
2515 S McKnight Rd
St. Louis, MO 63124

McKnight Crossings Church
Site: 2515 S McKnight Rd
Tracking#53674

Investment Opportunity: Atosa RIF serial: MBF8501GRAUS100318100800C40037 model: MBF8501GR

Remove and replace evaporator fan motor and door switch. Restore power and test operation. Further diagnosis may be required.

Total Investment: $ 827.67

Specifications: *Initial diagnosis service total not included in proposal*

Lead time may exceed: 3-5 business days

Upon approval: a down payment of $413.84 will be collected via credit card.

Parts, labor, service call and sales tax are included. Shipping excluded.

Work to be performed between Monday and Friday 7:00 am to 3:30 pm

Thank you for considering Legacy Service and Supply LLC for your service needs.

Please sign and return at acceptance.

This proposal is good for 15 days.

Signature:_____

Date:_____

314-775-4793
SERVICE@LEGACYSERVICEANDSUPPLY.COM

Service Invoice



Legacy Service & Supply LLC

757 Merus Court
Fenton, MO 63026
Phone: (314)775-4793 Fax: ( ) -

INITIAL VISIT
For Reference Only

Billed Customer: #002729

McKnight Crossings Church
Tom Hunsaker
2515 S McKnight Rd
St. Louis, MO 63124

Site ID: # 002729-0001

McKnight Crossings Church
Tom Hunsaker
2515 S McKnight Rd
St. Louis, MO 63124

53674	7/13/2026	S-52519	COD	**Amount Paid**

CallSlip Number	Invoice Date	Invoice Number	Due Date
53674	7/13/2026	S-52519	COD

Problem Reported:
**COD need pre auth

*technician call Tom upon arrival @ 314-805-7668 to get access to space. has 3 parking lots/3 doors per Tom.
*** REF-Refrigeration ***
Atosa RIF running too hot

Tom placed the call

Tech	Date	Hours		Rate	Amount
RICH	07/10/2026	2.7500 RT hours	@	115.00	316.25

Description	Amount
Service Call	99.00
Credit Card Charge	12.46

Equipment:
Unit :
Brand: ATOSA
Model : MBF8501GR
Serial#: MBF8501GRAUS100318100800C

Upon inspection of equipment found that evaporator motor and door switch are defective and need to be replaced. Submitting repair quote for customer review.

Service Invoice

Material	0.00
Labor	316.25
Misc	111.46
Subtotal	427.71
Tax	0.00
Grand Total	427.71
Received	427.71
Bal Due	0.00

LABOR WARRANTY

The labor charge as recorded here relative to the equipment serviced as noted, is guaranteed for a period of 30 days. Legacy will not honor any labor warranty for customer provided parts and/or equipment.

PARTS WARRANTY

All parts as recorded are warranted as per manufacturer specifications. We do not, of course, guarantee other parts and/or equipment than those we provide and install. If repairs later become necessary due to other defective parts, they will be charged seperately. Legacy will not honor any warranty for customer provided parts and/or equipment.

TERMS

All invoices are due 15 days from invoice date.
Credit cards accepted with additional 3% charge.

Legacy Service & Supply

757 Merus Court
Fenton, MO 63026
314-775-4793

7/9/2026 9:21:46 AM

Reference Number:	708897915
Total:	$427.71
Transaction Type:	Forced Sale
Transaction Status:	Settled-901
Card Brand:	MasterCard
Card Number:	xxxxxxxxxxxx1660
Entry Method:	Keyed
Approval Code:	09568G
Approval Message:	APPROVAL
AVS Result:	Zip Match Only
CSC Result:	Match
Customer Name:	McKnight Crossings Church
Invoice Number :	
Invoice:	708897915

X_____

Please sign here to agree to payment.

—- Bret

3:22

79

here later.

Tom

Friday 9:08 AM

Morning Tom
How did it go with the freezer repair? All good now?
I won't be in till later so hoping you can text me a brief update/ status.
—- Bret

He was here for 1 1/2 hrs. I told him we hadn't seen the fan in the ceiling working since the temp went up. He said that's probably the problem, and it was. G

Sorry, hit the wrong button.

He had a hard time getting to te wiring but discovered that the fan shorted out and shorted the door switch with it. He will send us an estimate for the parts and installation probably today and can probably finalize that by mid next week. Tom

Monday 12:16 PM



iMessage