

From: Mark Birmes westonpoolsllc@gmail.com 
Subject: Re: Certified Porcelain Testing for water absorption

Date: April 21, 2023 at 3:24 PM

To: Olin McClendon olon@knoxtile.com

Cc: CustomerService USA CustomerService.USA@mosa.com, B325is@yahoo.com, Ashley Moore amoore@tileusa.com, Katelyn Simpson KSimpson@tileusa.com, Damon McDowell DMcDowell@tileusa.com, Candace Beltran Candace@knoxtile.com, Melissa Marney Melissa.Marney@mosa.com, Alicia Deck Alicia.Deck@mosa.com

MB

Thank you Olin,

As the owner of a service company the order of transparent operations trickles down to the bottom. Thats me, the service company. I render my weekly chemistry reports without hesitation. I have no legal jargon in my contract of confidentiality. For once the ladder is being pressed upward for transparency.

I would like to buy the following, (14) total:

(7) 200ZV Mosa Terra Tones tile pieces for testing. Dimension specific to the plank style 2"x 24"

(7) 200ZV Mosa Terra Tones 4" x 24"

Mark Birmes
925 Chambersville Road
Celina Tx. 75009

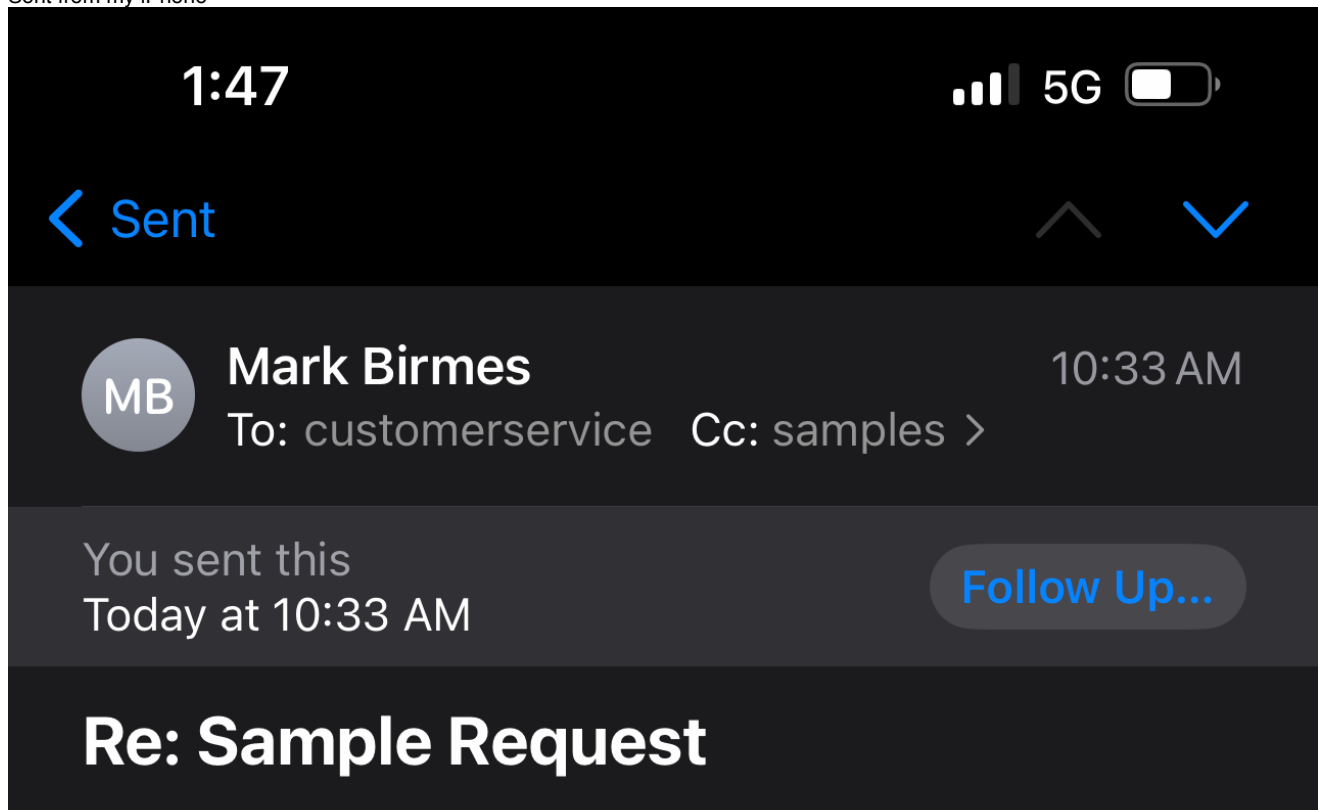
I emailed your team this morning asking for a tracking number (see attachment)

You mention this information is of no consequence to me. See snapshot of Knox Tile Mosa Tile disclaimer on other attachment. It is possible that it could be of consequence to my Dallas brethren whom have invested millions of dollars in Mosa Tiles scattered all around the metroplex. The only way to know is to analyze the tiles and look at the results.

"Trust But Verify" Ronald Regan

Respectfully,
Mark Birmes
WestonPoolsLLC.com
832-935-4651

Sent from my iPhone



Good Morning Ashley,

Do you have a tracking number?

Thank you

Mark

Sent from my iPhone

On Apr 20, 2023, at 11:47 AM, Mark Birmes
<allenbirmes@gmail.com> wrote:

Hello & Thank you Nikki.

200ZV Mosa Color Number

Job Name: Sample Job

I need at least seven pieces so 3 sets of 3 would
be perfect.

Thx again,

Mark



8:43

LTE

mosa.com

were deemed suitable for all applications that are expected to meet specific slip-resistance requirements.

- › [PTCA Core Collection Quartz](#)
- › [PTCA Core Collection Solids](#)
- › [PTCA Core Collection Terra / Terra Tones](#)
- › [PTCA Global Collection](#)
- › [PTCA Scenes](#)



important note and disclaimer

façade application, cladding, or similar: Mosa tiles have not been tested, nor approved, for exterior façade application (traditional or ventilated/rainscreen), outdoor cladding, or similar applications in the United States.

Among other things, the installation of Mosa tiles in these applications can lead to a failure of the bonding to the structure onto which the tiles are attached due to possible moisture intrusion. Mosa will not be held liable for any Mosa tiles installed or used in exterior façade applications, as outdoor cladding, or in similar applications, nor of any damages resulting from failure to heed the foregoing warnings. Use of Mosa tiles in any of the foregoing applications will void all otherwise applicable warranties. If more information is required, please contact us.

On Apr 21, 2023, at 11:56 AM, Olon McClendon <olon@knoxtile.com> wrote:

Mark Birams,

I owe you an apology ; I took a stumble and received a concussion and fractured wrist a few days ago. Therefore I have not been able to follow up this week on the improper cleaning of the Mosa Tiles at the Chris Boaz residence.

This was just brought to my attention as I am now today back in my office.

As I recall; after you made an unannounced appearance at the knoxtile showroom, I

did meet with you until suddenly you left in a hurry to pick someone up at the airport. We shook hands and agreed we would meet at the jobsite and I would be able to answer any and all your questions.

Sir, I have no idea what your agenda might be but I fail to understand why you are pursuing this easily remedied issue in such a manner. When I asked you that very question in my showroom your answer was "Because I am being held liable for this". I do not understand what liability you might possibly have because, as I told you while in my showroom " I can show you how to clean this tile correctly, and that in going forward maintenance would be quite simple."

I find your requests for testing as well as questioning suitability for the purpose intended to be not only a waste of time but even more, of no consequence to you.

Please forgive my candidness but I seem to have misread or more likely misunderstood your process.

I am available to you with a moments notice today to resolve this matter at the jobsite, or Wednesday, Thursday or Friday of next week.

I look forward to resolving this issue and making everyone happy especially Chris Boaz.

Sincerely,
Olon McClendon

Olon McClendon VP/GM

knoxtile.com

Mosa.Texas

3034 Commerce Street
Dallas Texas 75226
214-761-5669 X 222

<Outlook-14t0yltz.png>

From: Mark Birmes <westonpoolsllc@gmail.com>

Sent: Thursday, April 20, 2023 10:17 AM

To: Olon McClendon <olon@knoxtile.com>; CustomerService USA <customerservice.usa@mosa.com>

Cc: Ashley Moore <amoore@tileusa.com>; Katelyn Simpson <KSimpson@tileusa.com>; Damon McDowell <DMcDowell@tileusa.com>; C B <B325is@yahoo.com>; Candace Beltran <Candace@knoxtile.com>

Subject: Certified Porcelain Testing for water absorption

Good morning Olon (Knox Tile) & Luuk (Mosa Tile),

Will you give consent to the Tile Council of North America to release all photographs and related documentation related to the Published Certified Tile "Mosa Terra Tones" to me VIA Email?

C.c. Ashley Moore with TCNA
Katelyn Simpson with TCNA
Damon McDowell with TCNA
Candace Beltran with Knox Tile
Chris - Owner of Swimming Pool with installed "Mosa Terra Tones"

Respectfully,
Mark Birmes
WestonPoolsLLC.com
832-935-4651

On Apr 19, 2023, at 2:09 PM, Damon McDowell <DMcDowell@tileusa.com> wrote:

Hi Mark,

All of our tests are confidential. We can't provide any information unless we have written consent from the client.

Thanks.

Damon McDowell | Laboratory Supervisor
Tile Council of North America
100 Clemson Research Boulevard | Anderson, SC 29625
864.646.8453 ext. 205

<image001.png>

From: Mark Birmes <westonpoolsllc@gmail.com>
Sent: Wednesday, April 19, 2023 12:24 PM
To: Damon McDowell <DMcDowell@tileusa.com>
Cc: Ashley Moore <amoore@tileusa.com>
Subject: Certified Porcelain Testing for water absorption

Good morning Daniel,