

Al Goldstone is actually Andy Nagy from Saskatchewan Canada. Let's take a look at Andy's first emails to me after receiving his controller:

The fusible link was not in the package with the other screws, temp control etc. The wiring loom was complete with connections.

Is there another option to use? I can probably locate something here. Can I use a 35amp fuse instead? Please let me know.

And a few hours later:

I have located the missing fusible link. I tested the controller and it works great.

Andy Nagy

You should be asking yourself two questions: First, if he wasn't able to locate the fusible link, then how did he know that the link was suppose to be in the accessory bag? It's part of the wiring loom so it just as well could have been in with that. Second, if he knew that it was in the accessories bag, how could he have missed it, given that it's one of two large pieces in the bag? You'll see the significance of these questions as the real story unfolds.

Here is the next message from Andy:

Title: FK 35 Control Shorted Out caught fire

Unfortunately my truck is going to need some repairs. The control module and wires are fried beyond recognition. The control module is visible along with some charred wires. I'm not sure why this happened as the unit was working fine.

I'm going repair the vehicle. The control until is not usable any longer. I can return it for warranty.

The unit was purchased on June 13/07 through paypal.

I appreciate your attention on this matter. Please advise.

Thank you,

Andy Nagy

And right after:

Brian my earlier email didn't mention that the fusible link is burned as well. Maybe this is what caused the control to over heat.

I'll send it as well.

Thanks for your help.

Andy Nagy

I ask him to take pictures of the controller, his response:

Brian here are the pics of the control. There is also one of the fusible link.

I'll know later today what my insurance is going to do.

Andy Nagy

Notice the continuous mention of the link, it's no coincidence that the "missing and then found part" is what he says he believes is the cause of his problems. I believe that the opportunities created to mention the link are made in order to convince me that he had installed it. He states, for example: "*Brian my earlier email didn't mention that the fusible link is burned as well. Maybe this is what caused the control to over heat*" That makes no sense to me at all, how could a blown fusible link cause the controller to overheat? It's difficult for me to believe that he thinks that the blown link, which would remove any current from the controller would make that happen.

I ask him to send it back and that I will reimburse him for postage:

Thanks, I'll send it off today.

Is your web site not available any longer? You have good technical information about your products.

Would a fuse/circuit breaker be better than the fusible link?

Andy

I ask him to send the connectors that came with the fusible link (you'll understand why as you read on):

I removed the fusible link it is enclosed with the controller from the truck. Sorry I won't be able to clip the connectors as the insurance company has picked up the truck.

Andy

The next email:

Brian; I have couriered the unit back. I'm not too concerned about the cost of the courier. If you reship declare it as replacement under warranty, then customs may not charge again.

*Thanks for your attention,
Andy*

I then ask him for pictures taken prior to removing the controller from the truck:

No. everything was full of fire extinguisher powder. When I get the truck back I'll take some pics of the wiring were the link was. I don't recall any of the connectors connecting the link being badly burned. I used the same size wire through out and to the module.

You should receive the controller and link this week or early next week.

Andy

Does this make sense to you, wouldn't you take pictures prior to removing it given the magnitude of the problem? If he was being honest with his insurance company, wouldn't the controller still be on the truck? The next email:

Brian, here are the pictures from the truck. The link connectors and where the module was mounted

Andy

Do you notice something? First off, the only significant piece of any of these pictures is the positive battery cable, specifically the end of the bolt, where the connector that I had repeatedly asked for should be located and it's the only thing hidden from site in the picture, he instead claims that the connection goes somewhere other than the positive battery cable. Finally, notice the pristine condition of both the wires and connectors. Do you really believe that the "overheated wiring" that caused this are the same ones in the first picture? Wouldn't the same current that overheated the wire at the controller also overheat the same wire at the battery? It's the same current through the same wire, so of course it would.



His next email:

Hi Brian you should have received the control module and fusible link. I sent some pictures a week/ten days also. Did you locate what caused the control to burn?

I'm keeping my truck and repairing it, the insurance will cover painting and some other parts. I'll have it running soon and need the fan working as it is my only course of cooling.

Are you shipping another to replace the one that burnt? Approximately?

Thank you,

Andy Nagy

His next email:

Hi Brian, you're probably very busy as your web site is still down. Did you get any answers of why the control failed?

Could you give me an idea when you will be shipping the control?

I replaced all the burned wires and have the truck on the road again. I hooked up a temporary control for the fan. Truck is getting painted on Monday and should be back to normal. Insurance covered everything.

Thanks,

Andy Nagy

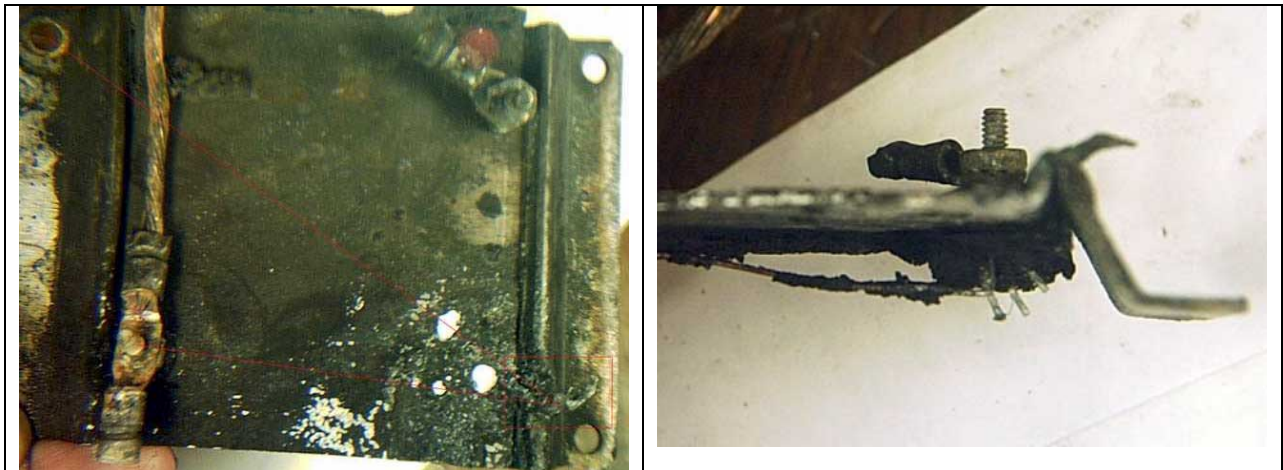
My response to this:

Andy;

The controller failed because it had several hundred amperes of current run through the lid. As can be seen in the attached photo, the point of current entry is at the ridge of the lid, the large hole blown in the lid is directly in line with the current path from that point to the single mounting screw, the second, smaller hole lies directly in line with that point and the ground terminal, which, after the shoulder washers were destroyed, grounded to the lid and began carrying half of the current conducted through the lid.

If your insurance company requires a formal report, I would be fine with preparing and sending that to them.

Brian



Andy's response:

Hi Brian, is there warranty on the control? Is there another module being sent?

Thanks,

Andy

My response:

You connected it without the fusible link and then shorted the input terminal to the lid so, no.

His final two responses:

I don't understand as the link was sent along with the controller. Did you not receive it? For the shorted wire the unit was working fine for the two weeks before this happened.

I think you need to hear the whole story about what happened. As I mentioned earlier I sent the link with the control. The link was installed!!

The day that this happened was an extremely hot day. The truck was not over heating and the fan was working as it was supposed to. The air conditioner was running and everything was fine. Even in traffic.

We arrived home and parked on the driveway. I was lucky that we did as the truck probably would have not been detected. Something more serious probably would have happened. The truck had been parked for 45 minutes not running.

My wife happened to be on her way out when she noticed smoke coming from the front of my truck and called me. I extinguished the fire and let things cool down. The damage to the truck was 3500, because the truck is old the insurance company offered to pay me out and give the truck back. I have replaced all the wiring harness and repainted the hood. Truck runs fine.

I installed the control as per instructions and used wire looms to prevent such a thing from happening. I asked you if I had installed it correctly earlier and you didn't respond. Maybe the wire was close to the control I don't remember when I took the original pictures and sent them to you. Why did only the link burn off and not the rest of the harness to the control? Why did the control get so hot after the link burned? The truck was not running.

I'm not looking for free "stuff" if I did something wrong then I'm to blame but why did this happen? What failed?

I'm a little confused.

Any way...

Now, ask yourself: If you bought a control module from me, and it caught fire for absolutely no good reason while your truck was sitting parked causing \$3500.00 worth of damage, would you want me to send you another one without any explanation as to why it failed, other than it was your own fault? Probably not, unless of course you knew that it was your own fault, right?

Finally, the fore-often-mentioned fusible link: The one that I sell is on the bottom, tested under the same conditions that he states. The one that he sent is the top link. Notice the difference? I buy my fusible links from a high grade vendor that uses a unique insulating material -- his was bought at an auto parts store, thus the vast difference in finish. Now he could claim that he used another brand link, which would be fine. But in the first place, he didn't claim that. Secondly, why would he, given he had found the one shipped with the controller?



The fact of the matter is that Mr. Nagy has lied to you in order to hide behind his false identity. It should be no surprise to you that I've never had a customer named Matthew Rogers, either, as they are most likely the same person, Andy Nagy. Andy also lied to me regarding every aspect of his catastrophe from his use of a fusible link to the use of a fire extinguisher prohibiting him from taking the requested pictures. As you can see, there isn't a speck of powder on either the controller or its place of mounting.

So what really happened? Well, the fire, caused by Andy himself, occurred prior to him making his claim of a lost, then miraculously found fusible link. And his wife, given that he's even married, never walked out to find anything. Although I obviously wasn't there to see what exactly happened, the reality is that Mr. Nagy most likely attached the main power wire to his battery without a fusible link. Then, when attaching the positive cable to the controller, he gouged the anodized surface from the grounded lid of the controller, which in turn sent hundreds of amperes of current through the power wire and blew the holes you saw through the aluminum lid. As stated, it was after the fact, not before, that he made his claim of the missing fusible link.

I say this for two reasons: First, as you can see by the picture of the controller lid, the current clearly went through a metal tool that caused the arcing to the lid. The lid is also specifically designed so that the nylon insulator of the connector will contact the lid if the connector is bent down. That nylon insulator won't scratch through the hard anodized surface; only a metal tool with considerable force will. Second, the fusible link won't conduct enough

current to blow holes in the .060" aluminum. I know this not only by theory, but by connecting the link and shorting the input lug to the lid as Mr. Nagy did.

The result of Andy's futile attempt to defraud me and, at the end of the day, my other customers, cost far more than the controller that he was attempting to obtain. It cost not only another controller out of the same lot that I recalled and inspected, but an entire week of my time doing every sort of test in an attempt to repeat what he claimed had happened prior to me seeing the returned controller. It's what any decent company would do, regardless of whether they believe the claim or not.

What is particularly disgusting about his actions isn't that he attempted to defraud me or that he wasted a week of my time. What is particularly disgusting is that people who think like Mr. Nagy cause pain and suffering to people every day -- because there is a line that every company eventually crosses when they have heard enough stories from clowns like Mr. Nagy that they decide not to take preventative actions in order to keep their customers out of harms way. Fortunately for me, Mr. Nagy is the first of those idiots -- but sooner or later, some company, somewhere will have heard enough lies from people like him to cross that line, choose not to believe someone who is telling the truth and, not *maybe*, not *what if*, someone, somewhere will die in a fire, because a few morons like Mr. Nagy can't resist attempting to steal a hundred bucks from a company that doesn't owe him the time of day. What a loser.

There is a certain irony in this. You see, it isn't always a moron who makes a mistake and damages a controller that I sell them; there are also intelligent people who make mistakes, and if you look through the forums for people who support both me and my company, you'll find a good number of them are those people. That irony is that the easiest way to take advantage of me is to be honest, in that my respect and liking of honest people is as great as my disgust and dislike of people like Mr. Nagy. All he had to do was be truthful with me and he would have probably gotten what he wanted. Instead, he decided to act like a criminal and got nothing.

Andy, you very well may believe that you have the right to privacy and anonymity. But when you act in a way that is nothing short of criminal, you relinquish that same privacy and anonymity that everyone else is entitled to. So, no, you can't hide behind someone else's name and make false accusations towards other people. If anyone reading needs proof that what I am saying is true, I would be more than happy to forward all of both my and Mr. Nagy's emails, complete with headers for verification regarding the subject matter.

Regards
Brian Baskin
DCControl