

**Kim Fredrickson**

**Complaint Letter submitted on the providers "contact us" page  
on their website (after 20+ calls and e-mails were not successful)**

Dear \_\_\_\_\_,

I need you help getting the rest of what I need when I switched over to liquid O2:

1. I have 1 Hi Flow LOX stroller; need another one. This has been "on order" for 6 weeks, after initially delivering 1 low flow LOX stroller. I am on 7LPM, and 1 stroller only lasts 1.5 hours. It is not safe for me to go out with only 1 stroller. **I need the second High Flow Stroller!!!!**

2. I need the "key" so I can fill the stroller from my large tanks. The one stroller I have was delivered by a different driver with no instructions and no key so I could actually use it...and the delivery driver had no idea what to do. The liability on you for delivering Liquid O2 like this is enormous. Liquid O2 is very dangerous. I went to the rehab gym to learn how to use it myself, and took a video so I would be safe when I get my own key. **I need you to deliver the key so I can use my stroller. Please deliver it when you deliver it when you deliver the second high flow stroller.**

3. FYI - the service by your company has been very bad, other than my delivery drivers who have been wonderful. My Doctor ordered liquid oxygen in April; it took 3 months plus LOTS of calls to get it delivered by July. I have a terminal lung disease. I have 2 large liquid oxygen tanks at home. Many tanks leaked, one so badly that it squealed and made us sick and my husband had to drag it outside to drain out overnight. I have had 6 tanks in my home since July, in order to get 2 that didn't leak. The L20 I have in my car (which I'm very grateful for) was delivered on a rack that was missing 2 wheels. Just today my delivery driver replaced it with one he had in his truck.

All this to say...YOU NEED TO MAKE THIS RIGHT --- **NOW**, by delivering the second portable liquid oxygen stroller delivered WITH THE KEY so I can use it.

Please respond back via e-mail [kim@kimfredrickson.com](mailto:kim@kimfredrickson.com) with your reply and you plan to rectify this long-standing problem. I do not want to hire an attorney, but will not hesitate to do so if needed.

Kim Fredrickson