

## Re: Refrigerator not cooling enough. Needs urgent maintenance

From: Abdul (abdul.ba@aol.com)

To: chungjenho@gmail.com

Date: Monday, January 9, 2023 at 07:49 PM PST

I got an message on mobile about 1/12 delivery. However, I have not given info about how will you install and move the old refrigerator out.

Due to the weight and size of the item, it can not be handled on my own. Moreover, the weather is UN-predictable and so I will not be able to take the delivery nor install on my own to avoid accidental damages caused due to lack moving equipment. I request you to help with install and disposal of the existing refrigerator with delivery personal.

Its a working day, so please make appointment with time window so that I'll plan to come from office at scheduled time.

Needless to say, leaving the delivery at door is neither a choice nor we are liable for any damages due to the rain or our inability to take care without our prior consent.

Thanks for the understanding.

-----Original Message-----

From: Abdul <abdul.ba@aol.com>

To: chungjenho@gmail.com <chungjenho@gmail.com>

Sent: Fri, Jan 6, 2023 11:18 pm

Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Sure. I can be available. I hope they would take care of unpacking and installing.

I responded to your email (My friend can not take the old refrigerator and so please arrange to move it out as soon as the new one is installed. Thanks!)

Copy from my earlier response.

I believe, I wrote a detailed email and this response may not be needed. However, here is the update....

I passed on the message to go ahead with the fix after your message. However, I do not have an ETA. What I heard is he is on a trip to visit a family member not keeping well and may be back next week. All I was told was he would attend once he is back in town. As the message reached him, he may be working on to get them.

BTW, he is not my first degree friend but a cousin of my friend. I do not have direct daily communication other than connecting him for this purpose. All I know is he helped my friend from my throwing away his air conditioner with parts replacement a year ago and it is running well. I'm hoping the same here. He being an expert in this field, I just have to trust him. Chasing him is not an option either.

As far as the receipt are concerned, I have no clue about their availability. If he can provide, I'll share. Otherwise, I can't demand as it may not go well in friend circle, especially when someone is investing their time for no-profit. At best, I can do is, you may pay me only after parts warranty expiry (30 days) after the issue is resolved, if he can/do not provide receipts. Having trust in him, this may not be big deal for me do this way.

In either case, it is just a best effort from me knowing the age of the refrigerator. Honestly, I did not see it worth throwing away. Though it is little inconvenience, and your tentative replacement plans were anyway going mid Jan, I thought this would be a faster route as well as eco friendly and cost effective.

He won't take any refrigerator as he doesn't live in this state. Please plan to dispose it or donate it, if you proceed with buying a new one. Neither, I can keep it after the new one is installed. When you order the new one, please add white glove service (unpack and put in its place) to install the refrigerator and take the old one. I can't do this on my own due to the weight of the item.

At this point, I won't confuse him with another message to stop buying the parts. Once the delivery is confirmed, I'll ask him to return the parts, if any, once I manage to connect with him. Returning the parts without using shouldn't be a concern from his side. I'll pay for him the shipping cost, in case of returns. No Worries!

-----Original Message-----

From: Chung-Jen Ho <chungjenho@gmail.com>

To: Abdul <abdul.ba@aol.com>

Sent: Fri, Jan 6, 2023 8:35 pm

Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Hi Abdul,

The expected delivery date is Jan 12, 2023 (next Thursday)

They'll call or text me with my projected 4-hour delivery window one business day before the scheduled delivery date.

I'll let you know as soon as I get any updates.

Best,  
Ryan

On Fri, Jan 6, 2023 at 1:18 PM Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)> wrote:

Hi Abdul,

Since I hear no response from you and your friend can not provide the receipt, this option does not work. We will buy a new refrigerator today. I'll keep you updated on the delivery date.

Your friend can take the old refrigerator.

Best,  
Ryan

On Thu, Jan 5, 2023 at 2:05 PM Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)> wrote:

Hi Abdul,

Thank you for the attempt. Let me know if he can do it.

If he cannot provide me with any purchase receipts, would I be able to get refunds in 30 days?

Thanks,

Ryan

On Thu, Jan 5, 2023 at 10:29 AM Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)> wrote:

Hello Ryan,

As I mentioned earlier the expert is not a local resident nor a service profession ( he works in the appliance assembly & testing) and I had to make myself available during his holiday visit. As he offered a complementary service through friends network, I can't treat him as a Service Professional who charges several hundred \$\$\$. His availability in town is limited. Either he had gone back OR on a trip. I do not know, at least not reachable. I'm not sure whether he would provide any details other than helping us to fix and with reasonable assurance as I mentioned in my email.

I was just cautious to make repair attempts that is not same as commercial service that involves some paper work but cost \$\$\$. Service from known network though match the quality but lacks details as they do not attempt to replace whole assembly but rather source the specific components from their network and saves money. Moreover, he did not charge for troubleshooting neither demanded money for fix other than mentioning the estimated amount for parts. I doubt, I can provide you any bills when he purchases it through his network. The cost may involve some premium when parts are not available in retail market which I do not know nor an expert in this field to evaluate.

Anyway, I made my best attempt, but it needed your timely response to grab his help. I can try to reach him again and let you know any luck before this weekend. If no response from me, you can go ahead with your plans.

Thanks,  
Abdul

-----Original Message-----

From: Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>

To: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>

Sent: Wed, Jan 4, 2023 1:45 pm

Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Hi Abdul,

We were travelling, and just came back and saw your emails.

Please go ahead to repair the refrigerator and make sure that the parts are refundable.

Also send me the receipts of the parts. As you proposed, I'll pay for the parts (cost between \$110-\$150).

Thanks,  
Ryan

On Mon, Jan 2, 2023 at 11:17 AM Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)> wrote:

I hear no response on resolving the issue. This will be last reminder from my side. Neither I got the ETA for the replacement yet. Neither I hear response on attempt from my side to arrange for resolution at cost effective way. I'll go ahead and deposit the rent but under condition that appropriate deductions will be due at future date before the last month of the lease but no later than end of the lease. I already spent \$150 towards the ice with lot of in convince of securing the food due to rodent activity. And it is not feasible to maintain the receipt for every ice purchase so it is flat \$10/day as I showed you during your visit. And few days not bought due to away for holidays. Moreover, future

date rents will be subjected to the adjustments accumulated for not resolving the issue even after 1 month.

-----Original Message-----

From: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>  
To: [chungjenho@gmail.com](mailto:chungjenho@gmail.com) <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>  
Sent: Sat, Dec 31, 2022 8:33 pm  
Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

As we discussed, I showed the refrigerator to the expert who is good at it and he used some of his tools to diagnose the problem and the good news is he said, it is possible to repair it but there can be challenges with sourcing the parts. He has to inquire his dealer network as some of the components are not sold in retail market. We will have to give some deposit towards to sourcing the parts to show our commitment for the repair. Though it costs his time and further time, but knowing him through friends, if the issue is not resolved and amount given for parts will be refunded. Sounds to me that we can take his help at best to get this resolved.

Though I do not have complete details of the parts, he mentioned, it may cost anywhere between \$110-\$150, including shipping. And he need additional tools to replace them which he will arrange from his friends.

Please note that this will be just a help from my side to find the best possible option through taking help from friend circle to save your money. None of us (me or him) are not liable for anything beyond trying to resolve with good faith. As the expert is not providing professional service, there won't be guarantee from his side other than usual 30 days warranty comes with the parts with its own Terms & Conditions. If the problem comes back within 30 days he may reclaim the parts cost from the dealer and can refund to us.

Let me know your thoughts. If the above amount sounds ok to you, I can give the deposit to him to source the part and deduct from the next month rent, if problem is resolved.

If you think, buying new one is a better choice, I'll let him know that we are not interested in repair so that you can start ordering a new one.

Thanks,  
Abdul

-----Original Message-----

From: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>  
To: [chungjenho@gmail.com](mailto:chungjenho@gmail.com) <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>  
Sent: Tue, Dec 13, 2022 8:30 am  
Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

As I had not much of my vacuum machine on wooden floor, I gave it away sometime back to clear some space.

-----Original Message-----

From: Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>  
To: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>  
Sent: Mon, Dec 12, 2022 1:51 pm  
Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

OK. I plan to go there between 1:30 to 2 pm.  
Can I borrow your vacuum machine?

On Mon, Dec 12, 2022 at 9:57 AM Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)> wrote:  
Tuesday afternoon should be fine. Tuesday, 13th Dec, 1:30 PM - 2:30 PM ?

-----Original Message-----

From: Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>  
To: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>  
Sent: Sun, Dec 11, 2022 8:13 pm  
Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Hi Abdul,

I have a doctor's appointment tomorrow.  
Are you available Tuesday afternoon or Wednesday afternoon?  
It worth trying to clean the Condenser Coil. I can stop by your place on Tuesday afternoon or Wednesday afternoon.

Best,  
Ryan

On Sun, Dec 11, 2022 at 9:41 AM Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)> wrote:

No. There was no such need to my memory.

Looking at the video, sounds the guy has some hands on. I usually, I stay away from electrical components due to electrical shock hazards. Moreover to my knowledge, refrigerator has some high pressure gases and sensitive components and not safe to experiment when we do not know what we are doing.

However, if you want to give a try OR need any help from me, let me know. I'm happy help. Any attempt that can save your \$\$ is worth trying and I'm happy co-operate. But I have to keep the kitchen space accessible with some inconvenience and I can do it with reasonable notice without disrupting our holiday/travel plans. I also spoke to my wife to adjust with a week or a couple weeks for you to get a good deal during the holidays or around new year and continue with external icing method as you suggested to do whatever we can do at best from our end.

As the holidays are approaching, I just want to give a heads up that I won't be within commutable distance on coming Thu, Friday due to client site visits and our presence at home is tentative in coming weeks due to kids holidays. Also due do the rains and our absence, any deliveries at the door steps in our absence we hold no liability. Please check with us for delivery plans after you decide on right replacement. I prefer such attempts only at my physical presence at home.

Some optional thoughts:

I briefly checked with my friends, if they had any such situation and good referrals who can help to resolve this issue keeping the cost low. One of them briefly said his cousin works in Cincinnati Appliance Factory in Assembly line, He may offer to do a complementary inspection but not sure whether he will be able to repair depends on how is equipped with tooling that time. But this is not possible without your consent to allow him to do it. Moreover, though he is professional in commercial HVAC, he may not like to get chased with followups. If you have a better plans, I do not want this option to delay your better plans. However, if any such help from my end, can save you some bucks, I'm happy to talk to him, when he visits BayArea in coming weeks (do not know any specific dates yet.)

Let me know your thoughts.

Thanks,  
Abdul

-----Original Message-----

From: Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>

To: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>

Sent: Fri, Dec 9, 2022 4:57 pm

Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Hi Abdul,

Have you ever cleaned the Condensor Coil?

[https://www.youtube.com/watch?v=RD\\_yACNtvGg](https://www.youtube.com/watch?v=RD_yACNtvGg)

It could be the fastest way for you to get back the cool refrigerator.

Best,

Ryan

On Fri, Dec 9, 2022 at 11:59 AM Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)> wrote:

Sure. Thanks! I'll be there a few mins early.

-----Original Message-----

From: Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>

To: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>

Sent: Fri, Dec 9, 2022 11:52 am

Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Just a heads up. We will be there at 12:30 pm. Thanks!

On Fri, Dec 9, 2022 at 9:37 AM Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)> wrote:

Give me a heads-up, when you start, I'll be there at home from office accordingly.

-----Original Message-----

From: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>

To: [chungjenho@gmail.com](mailto:chungjenho@gmail.com) <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>

Sent: Fri, Dec 9, 2022 9:27 am

Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

2PM - 3PM is my kids pickup time. You can come anytime after 3PM, even if it is little late evening. OR come before 1:00PM.

If only 2PM works for you, schedule the service call with Licensed service men. I can't wait to postpone this.

As far as repellents are concerned, you have not given any repellents. I purchased on my own expense and it did not work either for which I sent you the video. We can first focus on refrigerator issue as the food is spoiling on daily basis.

-----Original Message-----

From: Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>

To: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>

Sent: Thu, Dec 8, 2022 11:36 pm

Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Regarding the rodent issue. We have given you pest repellents. Did you install it? It is very effective.

Thanks,  
Ryan

On Thu, Dec 8, 2022 at 10:55 PM Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)> wrote:  
Hi Abdul,

Sarah received your text message; but it is not clear for me if tomorrow 2 pm is ok for me to stop by or not.

Best,  
Ryan

On Thu, Dec 8, 2022 at 8:33 PM Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)> wrote:  
Hi Abdul,

Is it ok to stop by at 2 pm? I just got a company meeting invite and need to join the meeting at 3:30 pm.

Thanks,  
Ryan

On Thu, Dec 8, 2022 at 3:49 PM Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)> wrote:  
Hi Ryan,

You can stop by at 3:00PM, I'll comeback from office 5-10 mins before. So 3:00PM - 3:30PM should be good OR until 4:00 PM, if need some more time. I'll have to go back by 4:00PM.

Thanks,  
Abdul

-----Original Message-----

From: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>  
To: [chungjenho@gmail.com](mailto:chungjenho@gmail.com) <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>  
Sent: Thu, Dec 8, 2022 1:55 pm  
Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Hello,

Thanks for responding. Yes, I'm available tomorrow afternoon. As I have to come from office, please fix a time.

Thanks!  
Abdul

-----Original Message-----

From: Chung-Jen Ho <[chungjenho@gmail.com](mailto:chungjenho@gmail.com)>  
To: Abdul <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>  
Sent: Thu, Dec 8, 2022 1:46 pm  
Subject: Re: Refrigerator not cooling enough. Needs urgent maintenance

Hi Abdul,

I have discussed with GE support on the issue. They gave me some directions to troubleshoot the issue.

Are you available tomorrow afternoon? I plan to go to your place for resolving the issue.

Best,  
Ryan

----- Forwarded message -----

From: **Abdul** <[abdul.ba@aol.com](mailto:abdul.ba@aol.com)>

Date: Sun, Dec 4, 2022 at 8:09 PM

Subject: Refrigerator not cooling enough. Needs urgent maintenance

To: Sarah Ho <[happyearth2012@gmail.com](mailto:happyearth2012@gmail.com)>

Hi Sarah,

Since this morning, we observed the refrigerator is not maintaining the temperature (not cooling enough). Milk and other stuff getting spoiled. Please send the service technician on priority.

Here is the service maintenance link mentioned in the appliance.

[https://appliances.force.com/GEA/s/mya-qrlanding-page?language=en\\_US&K=HPS15BTHRCC&M=HPS15BTHCRCC&S=LF753940&P=R](https://appliances.force.com/GEA/s/mya-qrlanding-page?language=en_US&K=HPS15BTHRCC&M=HPS15BTHCRCC&S=LF753940&P=R)





The following are the symptoms:

Appliance turns on and fan runs. Hower, the compressor seem to run only for few seconds and turns off with a click sound.

I checked the temperature knob and is set correctly.

Thanks,  
Abdul