



Susan Brown <lapufferita@gmail.com>

Appliance repair

36 messages

Todd W <todhwaller@gmail.com>
To: susan@applianceguru.com

Wed, Jun 1, 2016 at 9:10 AM

Hi,

I have a GE Cafe Microwave and GE Cafe Gas range both with control panel blackouts at our house in Newbury. The range electronic pilot and oven light are working-just the panel is out. The microwave panel, lights, vent button are all out.

Power, fuses (internal and at the box) are fine, so they may both need new control panels. Can you give me a rough estimate on the parts and labor if this is indeed the case?

Thanks very much-Todd
[781-760-3000](tel:781-760-3000)

--

M: 781 760 3000

[email](#)

Susan Brown <susan@applianceguru.com>
To: Todd W <todhwaller@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Wed, Jun 1, 2016 at 9:19 AM

Hi Todd,

We'd be happy to get you more information on this, but we'll need more info on the appliances and your location.

Please give me the street address of your home and for each appliance the complete model number and approximate age.

Thank you!

Susan Brown
The Appliance Guru
Expert Appliance Repair Service in the New London-Greater Lake Sunapee Region of New Hampshire
www.ApplianceGuru.com
(603) 290-5515
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Todd W <todhwaller@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Wed, Jun 1, 2016 at 9:27 AM

Hi-

CVM2072SMSS and CGS985SETSS
they are approx 4 years old.

110 Route 103A, Newbury NH.

Thanks
[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddwaller@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Wed, Jun 1, 2016 at 10:03 AM

Okay - we'll do some research on these and get back to you later today with some info for you.

Thank you!

Susan Brown
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Susan Brown <susan@applianceguru.com>
To: Todd W <toddwaller@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Thu, Jun 2, 2016 at 12:26 PM

Hi Todd,

Sorry for the delay in getting back to you.

Using the model numbers you gave me, here are the approximate costs for replacing the control boards:

Microwave: \$650-700
Range: around \$550

Note: we don't usually work on microwaves because the repair costs are so high compared to replacement.

If you were interested in having one or both repaired, we would first do a diagnosis to determine for sure what's going on and then give you a firm quote. Our service call fees are explained here: <http://www.applianceguru.com/the-appliance-guru-service-call-fees/>

Hope that helps! Let me know if you have any other questions.

Thank you!

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Todd W <toddwaller@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Sat, Jun 4, 2016 at 10:02 AM

Hi Susan-I think maybe the best bet would be to have you take a look. Can you look at both this week?

Thanks very much!

Sent from my iPhone
[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Scott Appliance Guru <appliancegurunh@gmail.com>

Sat, Jun 4, 2016 at 11:58 AM

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddwaller@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Sun, Jun 5, 2016 at 2:39 PM

Sure, if you are interested in doing one or both of those repairs, we can schedule a service call.

What's your availability during the week? We're probably looking at Tuesday or Wednesday to be able to get down there.

Did you have any questions about our service call fees?

Thank you!

Susan Brown

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(603) 290-5515

[Quoted text hidden]

Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Sun, Jun 5, 2016 at 3:54 PM

Hi Susan,

Let's look at both-the second appliance is discounted correct? Tuesday or Wednesday would be fine-Thanks.

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Mon, Jun 6, 2016 at 3:47 PM

The diagnostic fee is \$95 for the first appliance and usually \$45 for the second, assuming no difficult access issues.

Are you needing the diagnoses for insurance purposes, or are you potentially repairing one or both appliances?

Thank you!

Susan Brown

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(603) 290-5515

[Quoted text hidden]

Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Mon, Jun 6, 2016 at 5:06 PM

Thanks Susan-hopefully repair.

Sent from my iPhone

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Mon, Jun 6, 2016 at 5:16 PM

Okay, thanks!

I can get Scott there on Wednesday sometime between 11am and 1pm, if that works for you.

If so, please give me directions to your house.

Thank you!

Susan Brown

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(603) 290-5515

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Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Tue, Jun 7, 2016 at 9:42 AM

Great thanks Susan. Our address is 110 Route 103A in Newbury New Hampshire
My cell is [781-760-3000](tel:781-760-3000).

Sent from my iPhone

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Tue, Jun 7, 2016 at 10:46 AM

Good!

Could you just give me some reference point to where you are along 103A?

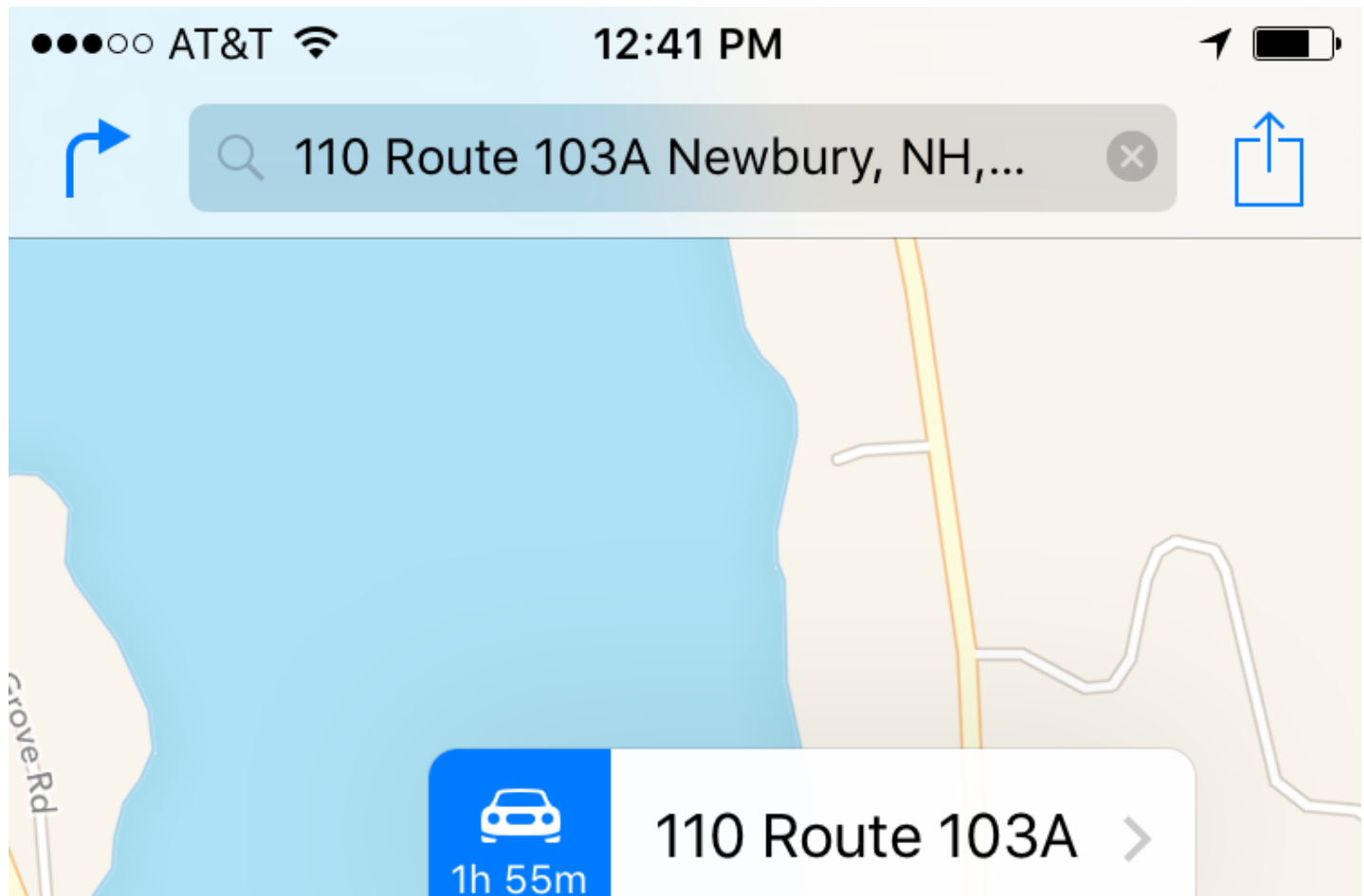
Thank you!

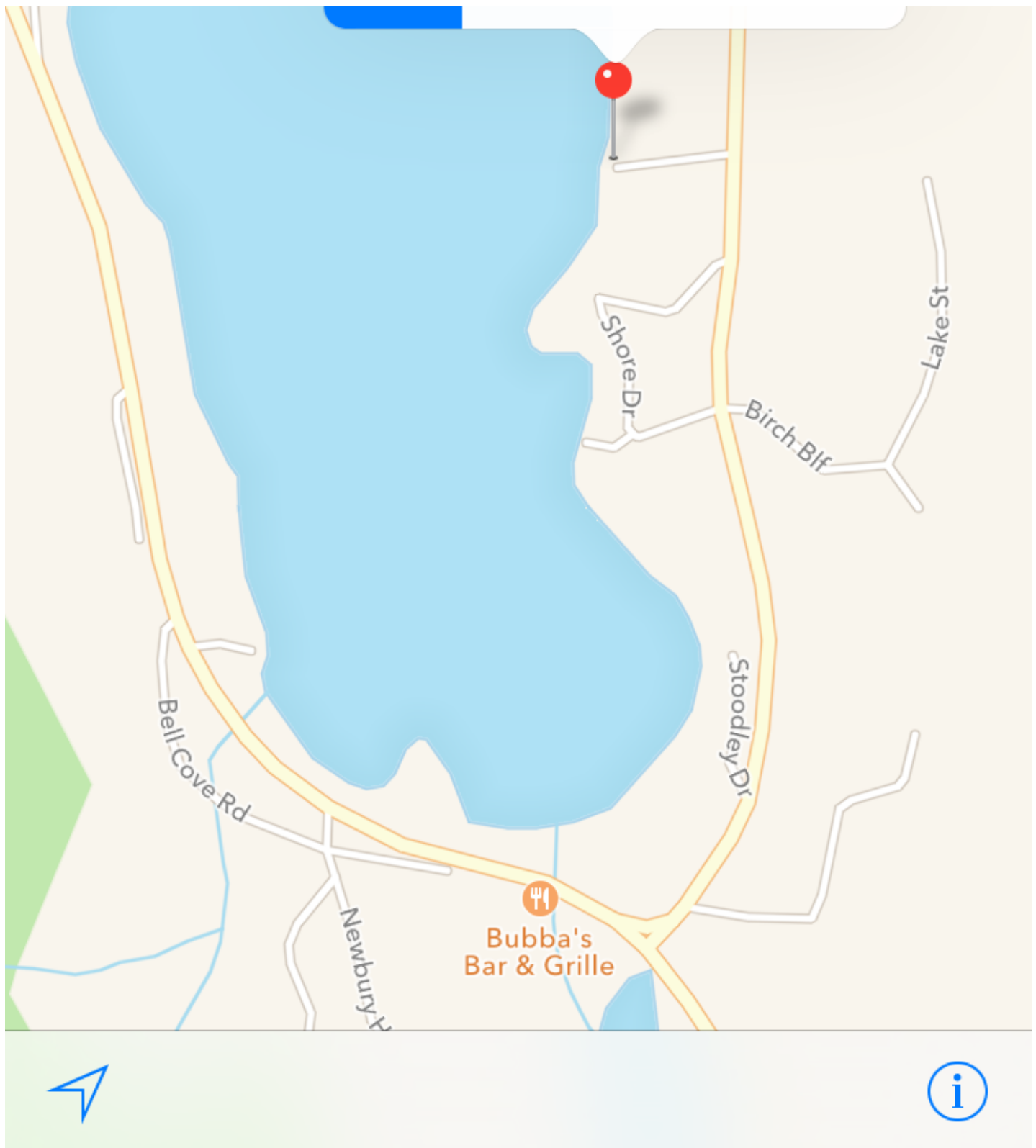
Susan Brown
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[Quoted text hidden]

Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Tue, Jun 7, 2016 at 12:42 PM





Sent from my iPhone

[Quoted text hidden]

Todd W <toddwaller@gmail.com>
To: Joan Wallen <joan@cbmilestone.com>
Cc: Susan Brown <susan@applianceguru.com>

Tue, Jun 7, 2016 at 12:50 PM

Great-confirmed-thanks! Susan from the appliance repair company is ccd on this email: here is her phone #

tel: 603-290-5515

Susan; Joan is our property manager who will meet you there. If you can firm up the time as soon as you can, please let her know.

Thanks-Todd
[781-760-3000](tel:781-760-3000)

Sent from my iPhone

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Tue, Jun 7, 2016 at 4:54 PM

Hi Todd,

I didn't realize that you wouldn't be there yourself. We do ask for payment at the time of service, and the way we handle that when the homeowner won't be there to meet us is to collect the service call fees ahead of time using a Square invoice that I will email to you.

I've spoken with Joan, and it sounds like she can coordinate with Scott to let him in, so that should work fine.

I'll send you the Square invoice for \$95 + \$45 = \$140. Scott will diagnose the appliances and then get back to you on what needs to be done and exactly what it would cost. If you choose to do a repair, then the service call fee would be applied towards the repair fee.

If all this is fine with you, then please pay the invoice tonight and we'll proceed as planned!

Let me know if you have any questions.

Thank you!

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Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Wed, Jun 8, 2016 at 4:57 PM

Hi Todd,

Scott confirmed today that the control boards are bad. I'll write back to you tomorrow with details and firm quotes for the repairs!

Thank you!

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[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Thu, Jun 9, 2016 at 11:54 AM

Hi Todd,

Here are the fees for replacing the control boards in your appliances. They include all needed parts and labor, and I've shown the deduction of the service call fees that you've already paid:

Microwave: \$670.98 minus \$95 service call fee you've already paid = \$575.98
Range: \$574.40 minus \$45 service call fee you've already paid = \$529.40

The board for the microwave is currently out of stock with an unknown availability date. Since the cost of the repair is so high on the m/w compared to replacement, we recommend replacing it rather than doing the repair.

The board for the range is in stock and we should be able to get that on hand within a few days if you would like us to go forward with that.

Let me know if you have any questions and what you'd like to do!

Thank you!

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Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Thu, Jun 9, 2016 at 12:24 PM

Thanks Susan,

I agree on the microwave. I think the \$95 fee should go toward the range though.

Can the range board be ordered today if you agree?

Thanks-Todd

Sent from my iPhone
[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Thu, Jun 9, 2016 at 1:23 PM

Sure, we can do that. So the balance you will owe for the repair on the range will be \$479.40.

You have a couple of options for payment.

To special order a board like this, we ask for a deposit of half of the repair fee (\$240). I can just send you another Square invoice.

If you will be at the home when we come back to do the repair, you could then pay the balance of \$239.40 at that time. However, if you think you'll be arranging for Joan to let Scott in again, then I could just invoice you for the complete repair amount now, and then you'll be all set.

Which would you prefer?

FYI - Our parts warehouse currently shows this board in stock, so once we order it we should have it within a few days and then be able to get out for the repair shortly after that.

Thank you!

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[\(603\) 290-5515](tel:6032905515)

[Quoted text hidden]

Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Thu, Jun 9, 2016 at 3:25 PM

Great-1/2 and 1/2 is good on the invoice. Let's get it ordered asap please. Thanks!

-Todd

Sent from my iPhone

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Thu, Jun 9, 2016 at 3:35 PM

Sure - just sent the invoice to you.

Thank you!

Susan Brown
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[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Mon, Jun 13, 2016 at 10:41 AM

Hi Todd,

We'll have the part on hand by the end of the week, so I'd like to see if we could schedule a time for Scott to come this Friday, 6/17, to do the repair.

Will you be here or could Joan open up the place for him?

Thank you!

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[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>

Thu, Jun 16, 2016 at 1:35 PM

Hi Todd,

We've arranged things with Joan for Scott to have access to your house tomorrow, and I sent you an invoice for the balance due. Please pay that by tomorrow morning. We look forward to getting your range back to its proper functioning!

Thank you!

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Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Thu, Jun 16, 2016 at 1:44 PM

Hi Susan,

I think it would be more standard business practice to pay you the final balance once the oven is operational-agreed?

Thanks-Todd

Sent from my iPhone

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Thu, Jun 16, 2016 at 2:13 PM

When the homeowner is there at the job, then we will collect the payment directly from them at the end of the service call. However, our standard business practice for all these years is to collect up-front from homeowners who aren't going to be at the home.

If you're not comfortable with this arrangement, then I'm happy to refund everything you've paid us, even the diagnostic fees.

Let me know what you'd like to do!

Susan Brown

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(603) 290-5515

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Thu, Jun 16, 2016 at 4:36 PM

Thanks for paying the invoice!

Our guarantees are described at our website: <http://www.applianceguru.com/our-triple-guarantee/>.

One last thing we need to know: where is the circuit breaker box? Scott will need to cut power to the range when he does the repair.

Thank you!

Susan Brown

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(603) 290-5515

[Quoted text hidden]

Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Thu, Jun 16, 2016 at 4:43 PM

Someone will be there. It's in the lower level hallway.

Sent from my iPhone

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Thu, Jun 16, 2016 at 5:24 PM

Great, thanks!

Susan Brown

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[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Fri, Jun 17, 2016 at 1:41 PM

Hi Todd,

Unfortunately your range is not repaired, so we are going to refund all of the money you paid us - you should see that coming soon from Square.

The model number you gave us for your range is for a different GE Cafe range, not the one that is in your Newbury home.

The number you gave us: CGS985SETSS
The actual model number: C2S980SEM3SS

We always do parts research ahead of time, partly to ensure that we got a correct model number. Sometimes customers misread a digit. Since the number you gave us was a valid model number for a GE Cafe range, there was no reason to think we needed to question it or double check it. I assumed that you got it directly off of your range. However, the circuit boards are completely different for the two models.

The board for your particular model is currently on backorder at the parts suppliers we checked with an unknown availability.

So at this point we are just going to return the incorrect board at our expense and refund all of your money.

The net result is that at no expense to you, you at least know what the problem is and a ballpark price for the repair, if you should choose to pursue it with another repair company.

Thanks for contacting us to begin with,

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[Quoted text hidden]

Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Fri, Jun 17, 2016 at 4:19 PM

Hi Susan-

That's too bad. Can you order the new part and install and just keep things as is?

Sent from my iPhone

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>

Wed, Jun 22, 2016 at 8:55 AM

Sorry for the delay in responding. Thank you for asking for us to do this repair for you, but at this point we are going to decline to do the repair on this range.

Susan Brown
The Appliance Guru
Expert Appliance Repair Service in the New London-Greater Lake Sunapee Region of New Hampshire
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[\(603\) 290-5515](tel:6032905515)

[Quoted text hidden]

Todd W <toddhwall@gmail.com>
To: Susan Brown <susan@applianceguru.com>

Wed, Jun 22, 2016 at 9:01 AM

Susan,

Please refund all monies paid to you by 5pm today.

Thank you.

Sent from my iPhone

[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Wed, Jun 22, 2016 at 9:10 AM

I already initiated your refunds on Saturday, when I wrote to you. My bank shows that the refund transactions were completed on Monday 6/20, so please check your cc account to make sure you received them.

Thank you!

Susan Brown
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[Quoted text hidden]

Susan Brown <susan@applianceguru.com>
To: Todd W <toddhwall@gmail.com>
Bcc: Scott Appliance Guru <appliancegurunh@gmail.com>

Wed, Jun 22, 2016 at 2:10 PM

Hi Todd,

Here are copies of the invoices showing the refunds were initiated on June 17th. I hope this will make you feel confident that the money will be back in your account soon.

\$240.00: <https://squareup.com/receipt/preview/NZrYjTWmDawkY74a9yJaPzMF>

\$239.40: <https://squareup.com/receipt/preview/LMC0Eyqh7ZGC4HhdOvpMexMF>

\$140.00: <https://squareup.com/receipt/preview/BJCf7BzXLAQe4W0KAW18kzMF>

We called Square to verify that everything was in process. The money was taken from our account on Monday and is on its way to your acct. You will get a notification once that transfer is complete. The Square rep told us the time it takes can vary depending on the particular financial institutions involved, but as you can see from their Support page about refunds (<https://squareup.com/help/us/en/article/5615-refunds-frequently-asked-questions>), it can take a week or more. I copied the following from that page:

How long does it take for refunds to process?

Refunds can take 9-14 business days to complete.

I hope this allays your understandable concern that we had not quickly refunded your money.

As you discussed with Scott, he will install the board that you will obtain yourself. Would you please email me the part number of that board that you ordered?

In the meantime, would you please also remove the negative reviews?

Thank you!

Susan Brown

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