



No. 1
Plaint



IN THE SUMMARY COURT AT GEORGE TOWN

Cause No. SC 79 of 2020

BETWEEN:

William Kemuel Jackson

Plaintiff

AND:

Cooling Cayman



Defendant

To the Defendant

Crosdale Gardens
74A Summit Crescent
George Town
(PO BOX 321 KY1-1106 George Town Grand Cayman)

THIS PLAINT has been issued against your by the above – named Plaintiff in respect of the claim set out on the next page.

Within 14 days after service of this Plaintiff on you, counting the day of service you must either satisfy the claim or return to the Court Office, PO Box 495GT, George Town, Grand Cayman, the accompanying Acknowledgment of Service form stating therein whether you intend to contest this action. If you intend to defend the action, in whole or in part, you must set out **full particulars of your defence** in the space provided in the Acknowledgement of Service form.

If you fail to satisfy the claim or fail to return the Acknowledgement of Service form containing full particulars of your defence, the Plaintiff may apply for a **default judgment** without any further notice to you.

Issued this ²¹ day of July 20 20

See overleaf for particulars of the Plaintiff's claim

PARTICULARS OF CLAIM

(Here set out in numbered paragraphs the grounds upon which the Plaintiff claims that the Defendant is indebted to him or is liable to pay damages to him)

See Attached Particulars of Claim.

AND the Plaintiff claims:

- 1 The sum of CI\$2075.00.
- 2 Interest in the sum of \$ 0.00 calculated at the prescribed rate from to date.
- 3 Fixed costs of \$ 205.00, alternatively costs to be assessed.


Plaintiff's Signature

Plaintiff's address for service

PO BOX 284
GRAND CAYMAN KY1-1301
(#75 UNCLE BOBS RD WEST BAY) PH#9257217 email magicman@candw.ky

William Jackson on 8 May 2020 contacted Cooling Cayman regarding a replacement for his split-unit air conditioning at his home at 75 Uncle Bob Road West Bay.

Cooling Cayman visited the home to conduct an assessment of the space and advised that he had a unit that would sufficiently cool the area (namely, the living room, dining room, and kitchen of the home); an amount of CI\$2,075 was quoted.

William Jackson agreed to the amount quoted and installation was scheduled for the following day.

Cooling Cayman on 9 May 2020, requested an advanced payment of CI\$2,075.

William Jackson settled the amount in full, the removal of the existing unit at the home, and the installation of the new unit began.

William Jackson found after the installation was completed that the unit was not cooling the area it was intended for (which is the same area the previous unit was cooling).

William Jackson then checked the box in which the unit came packaged in and saw that Cooling Cayman had installed a 22000 BTU unit; the unit that was previously there which was removed was a 33600 unit.

William Jackson, (now in my 80's) has recently undergone several consecutive eye surgeries due to my vision being impaired was unable to see the size of the unit which was specified on the bill and none of the workers were able to advise me of the size as I was quarantined in my bedroom during the installation due to the current circumstances surrounding COVID-19.

Cooling Cayman highlighted that the size of the unit was specified on the bill that William Jackson had signed.

Cayman Cooling offered to remove the unit which was installed and order the proper size for the area and have William Jackson pay the difference.

William Jackson and spouse are of advanced age and the summer months which have brought on extreme temperatures, we are not able to comfortably wait for another unit to be ordered and shipped from overseas.

William Jackson confirmed directly with OTIS Air Conditioning that they had a 36000 BTU unit currently in stock for CI\$1,700.

William Jackson advised **Cooling Cayman** that he would like them to purchase this unit and he will pay the difference in price and they could install the unit at the home.

Cooling Cayman informed William Jackson the following day via email that they had checked around on island but was unsuccessful in locating a suitable unit, that they would instead order one to be included in their next shipment and William Jackson could pay Cooling Cayman the difference of CI\$475. In a subsequent email, Cayman Cooling also pointed out that there was going to be a fee to remove the installed unit and another fee to install the correct unit.

Note:-If William Jackson had agreed to pay the \$475 to upgrade the incorrectly sized unit he would have been saddled with a \$650 fee for removal and reinstallation which was not highlighted until the last email.

William Jackson advised Cooling Cayman that he would prefer them to remove the incorrectly sized unit and refund him his money. Cooling Cayman was informed in an Email dated May 19/2020 that if the unit was not removed and a complete refund given by Wednesday May 20/2020 that all of the correspondence would be forwarded to my lawyer and proceedings would be started against the company (Cooling Cayman). However after my children started reading reviews online from previous dissatisfied customers of Cooling Cayman (see attached emails) we came to the conclusion that engaging a lawyer would be a waste of time and money ;we elected to go with small claims court instead.

William Jackson has asked two independent Air Conditioning companies to calculate the size of the unit required (see attached) and they both came up with the same unit size of 36000 BTUs; I have since purchased a 36000 BTU unit and had it installed.

During the removal of the unit installed by Cooling Cayman the Air Conditioning Company doing the installation found that the head unit of the A/C was not secured to the wall properly, there were two

screws in the bracket screwed into the sheetrock only with no wall plugs; silicone was used to keep it from falling off. This was very shoddy workmanship as the unit could have fell from the wall causing injury or damage to property.

William Jackson would like the entire amount of CI\$ 2075.00 refunded and would like Cooling Cayman to come and remove the undersized air conditioning unit.

NOTE- PLEASE SEE ATTACHED FILE WITH EMAILS

Derek Irvine.
Cooling Cayman.
Air Conditioning And Refrigeration Specialist's.
Tel:+1345 325 4114 or 939 1598

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

From: **Cooling Cayman Multi Zone Air Conditioning Systems** <coolingcayman@gmail.com>
Date: Tue, May 12, 2020, 9:27 AM
Subject: Air Conditioning System 3D D.C. Inverter R410a High Efficiency.
To: <magicman@cand.ky>
Cc: Derek Irvine <coolingcayman@hotmail.com>, <coolingcaymaninfo@gmail.com>

Hello ALL,

Sorry For The Short Delay In Our Email But We Where Waiting On Information From Suppliers.

After Your Request From A Larger Air Conditioning Unit We Have The Below Costing.

We Did Check On Island Suppliers But That Said We Couldn't Fined The Correct Spec or Size(36000 btu Which Was Asked For)

We Can Supply The One Asked For With The Same Spec For A Cost Of CI\$1900 Which Is A Difference Of CI\$475 For The Larger Equipment.

Please Let Us Know If This Is Something We Can Work On For You.

Many Thanks,
Derek.

Derek Irvine.
Cooling Cayman.
Air Conditioning And Refrigeration Specialist's.
Tel:+1345 325 4114 or 939 1598

On Tue, May 12, 2020, 2:39 PM Kem Jackson <magicman@candw.ky> wrote:

Hello Derek,

What is the seer and brand of the unit, what time frame are we looking at for installation. I checked with Otis yesterday and they had a 3 ton 18 seer for \$1700.

Joey

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

From: "Cooling Cayman Multi Zone Air Conditioning Systems"
<coolingcayman@gmail.com>

To: "Kem Jackson" <magicman@candw.ky>

Cc: "Patricia Rutkowski" <patriciarutkowski@yahoo.com>, "jjackson@candw.ky"
<jjackson@candw.ky>

Sent: Wed, 13 May 2020 at 7:09 am

Subject: Re: Fwd: Air Conditioning System 3D D.C. Inverter R410a High Efficiency.

Hello ALL,

All Cooling Cayman Air Conditioning Zoned Air Conditioning System's Are
Manufactured By Midea U.S.A. Which Is Part Of The Carrier Corp U.S.A.

All System's Are UL Listed And Kite Marked For Code.

The Spec Of The 36000 btu 3D D.C. Inverter R410a High Efficiency Zoned Air Conditioning
System Is 20 - 19 SEER, Five Years Warranty.

The Above System Would Need To Be Order On Our Next Delivery.

Many Thanks,

Derek.

From: Patricia Rutkowski <patriciarutkowski@yahoo.com>
Date: May 13, 2020 at 4:35:14 PM EST
To: "coolingcayman@gmail.com" <coolingcayman@gmail.com>
Cc: Joey Jackson <jjackson@candw.ky>, Kem Jackson <magicman@candw.ky>
Subject: **Kem Jackson**
Reply-To: "patriciarutkowski@yahoo.com" <patriciarutkowski@yahoo.com>

13 May 2020

Cooling Cayman Air Conditioning

Dear Derek,

I am writing this letter in connection with the air conditioning unit which you recently installed for my father, Kem Jackson.

As you will recall, on 8 May 2020, my father contacted you regarding a replacement for his split-unit air conditioning at his home in West Bay.

You visited the home to conduct an assessment of the space and advised that you had a unit which would sufficiently cool the area (namely, the living room, dining room and kitchen of the home). An amount of CI\$2,075 was quoted.

My father agreed to the amount quoted and installation was scheduled for the following day.

On 9 May 2020, you requested an advanced payment of CI\$2,075. My father settled the amount in full, the removal of the existing unit at the home and installation of the new unit began and you left the home while your workers stayed to complete the installation of the new unit.

Once the installation of the unit was completed, my father turned the unit on and found that the unit was not cooling the area it is intended for (which is the same area the previous unit was cooling). My father then checked the box which the unit came packaged in and saw that you had installed a 22000 BTU unit. The unit that was previously there which your workers removed was a 33600 unit.

As per our recent discussions, you have highlighted to me that the size of the unit was specified on the bill. Unfortunately, my father, who is elderly (now in his 80's) has recently undergone several consecutive eye surgeries due to his vision being impaired. My father was unable to see size of the unit which was specified on the bill and none of the workers were able to advise him of the size of the unit before they left the home as my parents had been quarantined in their bedroom during the installation due to the current circumstances surrounding COVID-19.

As discussed, you have kindly offered to remove the unit which was installed and order the proper size for the area and have my father pay the difference. However, given that my parents are of an advanced age and we are now in the summer months which have brought on extreme temperatures, my parents are not able to comfortably wait for another unit to be ordered and shipped from overseas.

I have confirmed directly with OTIS that they have a 36000 BTU unit currently in stock for CI\$1,700 and understand that the contact from OTIS had advised you that my father would like you to purchase this unit and he will pay the difference in price for you to install the unit at the home.

You informed us the following day via email that you had checked around on island but was unsuccessful in locating a suitable unit, that you would instead order one to be included in your next shipment and my father could pay you the difference of CI\$475. As I have previously explained, due to my parents health and age, they simply cannot wait for that length of time and need a new unit installed as a matter of urgency.

On the basis that you are unable to purchase the unit which we have identified (the 36000 BTU unit currently in stock at OTIS), we respectfully request that the 22000 BTU unit which you installed at the home be removed as soon as possible and that you provide my father with a refund of CI\$2,075.

If you have any questions with respect to any of the above please feel free to contact me by telephone on +1 345 917 3290. I look forward to hearing from you as soon as possible and should be very grateful if you would treat this as a matter of priority.

Regards,

Patricia Rutkowski

From: Joey Jackson [mailto:jjackson@candw.ky]
Sent: Tuesday, May 19, 2020 11:57 AM
To: jacksonlaw@candw.ky; 'patriciarutkowski@yahoo.com'; 'Keshia Irvine'
Cc: 'magicman@candw.ky'; 'coolingcayman'
Subject: RE: Kem Jackson

Hello Derek,

We have given you sufficient time to respond, we have forwarded all of the correspondence to Mr. Sammy Jackson of Jackson Law.

Sammy Jackson has advised us to give you an opportunity to make it right.

If the unit is not removed by **Wednesday May 20/2020 at 2:00 PM** and a **complete refund given** we will advise Sammy Jackson to proceed.

Joey Jackson

On Wed, 20 May 2020 at 5:37 pm, Keshia Irvine
<coolingcaymaninfo@gmail.com> wrote:

Dear Joey and Patricia,

Please see below response highlighted in yellow by Derek Irvine.

Apologies with the delay in response as we need to review the contents of your email and to accurately reply once we have spoken to all members of the team that was on site at 75 Uncle Bob's Road, West Bay.

Given we have installed a perfectly good unit agreed upon and discussed with Mr. Jackson before and after the installation, it is truly unfortunate he is now unhappy with the decision he has made based on price point. This is a sensitive matter and given the age of your parents we are extremely sadden that this dilemma has occurred. It was for this same reason we took into consideration Mr. and Mrs Jackson living without A/C in the living room during the "stay at home" provisions that we expedited the installation (as you mentioned in our email we were there the following day for the installation). However Cooling Cayman remain confident we have worked within the remits on what was agreed upon with Derek and Mr. Jackson.

Our offer to resolver the matter remains the same, we are happy to order a 36,000 BTU unit from our supplier in which we will require the difference quoted as we will agree, it is a different sized unit and therefore a difference in cost. Once the unit is available, we will remove the current unit and install the new one. This will be a loss to Cooling Cayman as we will now have a used unit on our hands which we will be unable to sell at value but willing to make the compromise. There is also the labor cost for removal and reinstallation that will have to be discussed.

Mr. Jackson home is currently air-conditioned and temperature tested therefore we do not foresee an inconvenience for Cooling Cayman to order another unit with the same specs and have installed once on island.

Once this is agreed with all parties, we can discuss timeframe for the re-installation which we will reach out to the supplier, shippers and broker to establish an estimated timeline for arrival on island. Again, we will prioritize this reinstallation once the unit is here.

However if you do not wish to proceed with our resolve to this matter and regrettably take a legal approach, it will be an unfortunate loss to both parties. Nevertheless we will advise our attorney James Stenning of your intentions.

Look forward to hearing from you.

Kind regards,

Keshia Irvine

Operations Manager
Cooling Cayman Ltd
Tel: 345-324-3000



OVER 30 YEARS OF EXPERIENCE WORKING IN THE AIR CONDITIONING & REFRIGERATION INDUSTRY

On Tue, May 19, 2020 at 12:58 PM Joey Jackson <jjackson@candw.ky> wrote:

Hello Derek,

We have given you sufficient time to respond, we have forwarded all of the correspondence to Mr. Sammy Jackson of Jackson Law.

Sammy Jackson has advised us to give you an opportunity to make it right.

If the unit is not removed by **Wednesday May 20/2020 at 2:00 PM** and a complete refund given we will advise Sammy Jackson to proceed.

Joey Jackson

From: Patricia Rutkowski [mailto:patriciarutkowski@yahoo.com]
Sent: Thursday, May 14, 2020 3:53 PM
To: jjackson@candw.ky; Keshia Irvine
Cc: magicman@candw.ky; coolingcayman
Subject: Re: Kem Jackson

I look forward to hearing from you today.

Thank you.

Patricia Rutkowski

Sent from Yahoo Mail on Android

On Thu, 14 May 2020 at 2:24 pm, Joey Jackson

<jjackson@candw.ky> wrote:

Thanks

Joey Jackson

On 14 May 2020, at 2:09 PM, Keshia Irvine <coolingcaymaninfo@gmail.com> wrote:

Dear Patricia,

The contents of your email is noted and we will respond accordingly in due course.

Regards,

Keshia Irvine

Operations Manager

Cooling Cayman Ltd

Tel: 345-324-3000

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

From: Cooling Cayman Multi Zone Air Conditioning Systems <coolingcayman@gmail.com>

Date: Thu, May 14, 2020 at 9:17 AM

Subject: Fwd: Kem Jackson

To: <coolingcaymaninfo@gmail.com>

Derek Irvine.

Cooling Cayman.

Air Conditioning And Refrigeration Specialist's.

Tel:+1345 325 4114 or 939 1598

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

From: Patricia Rutkowski <patriciarutkowski@yahoo.com>

Date: Wed, May 13, 2020, 4:35 PM

Subject: Kem Jackson

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

Cc: Joey Jackson <jjackson@candw.ky>, Kem Jackson <magicman@candw.ky>

13 May 2020

Cooling Cayman Air Conditioning

Dear Derek,

I am writing this letter in connection with the air conditioning unit which you recently installed for my father, Kem Jackson.

As you will recall, on 8 May 2020, my father contacted you regarding a replacement for his split-unit air conditioning at his home in West Bay.

You visited the home to conduct an assessment of the space and advised that you had a unit which would sufficiently cool the area (namely, the living room, dining room and kitchen of the home). An amount of CI\$2,075 was quoted.

My father agreed to the amount quoted and installation was scheduled for the following day.

On 9 May 2020, you requested an advanced payment of CI\$2,075. My father settled the amount in full, the removal of the existing unit at the home and installation of the new unit began and you left the home while your workers stayed to complete the installation of the new unit. DI - This is incorrect, we only received payment once the installation was completely installed and on nitrogen test as shown on the receipt dated 09/05/2020.

Once the installation of the unit was completed, my father turned the unit on and found that the unit was not cooling the area it is intended for (which is the same area the previous unit was cooling). My father then checked the box which the unit came packaged in and saw that you had installed a 22000 BTU unit. The unit that was previously there which your workers removed was a 33600 unit. DI Mr Jackson never specified he required a 33600 BTU unit, we gave him the option of a 24,000 BTU unit given the size of the area and he eagerly accepted based on price point. A larger unit other than what we offered was never requested until after the installation.

As per our recent discussions, you have highlighted to me that the size of the unit was specified on the bill. Unfortunately, my father, who is elderly (now in his 80's) has recently undergone several consecutive eye surgeries due to his vision being impaired. My father was unable to see size of the unit which was specified on the bill and none of the workers were able to advise him of the size of the unit before they left the home as my parents had been quarantined in their bedroom during the installation due to the current circumstances surrounding COVID-19. DI Again, the size and price of the unit was discussed with your father in advance and he was present during the whole installation (not in the bedroom as you indicate). Given the

technician are fully trained to install these units and have installed hundreds of them, I am sure they were able to advise your father accordingly, which they did.

As discussed, you have kindly offered to remove the unit which was installed and order the proper size for the area and have my father pay the difference. However, given that my parents are of an advanced age and we are now in the summer months which have brought on extreme temperatures, my parents are not able to comfortably wait for another unit to be ordered and shipped from overseas. DI - The current unit that we installed is working efficiently as we temperature tested on Monday 11th May 2020. On the day of the testing your father's main concern was that the physical size and shape of the unit was different and only at that point he advised he wanted a 36,000 BTU.

I have confirmed directly with OTIS that they have a 36000 BTU unit currently in stock for CI\$1,700 and understand that the contact from OTIS had advised you that my father would like you to purchase this unit and he will pay the difference in price for you to install the unit at the home.

DI - we have never spoken with OTIS or a representative of OTIS. OTIS is not a supplier of Cooling Cayman units not the mention they do not sell the same specifications as the ones we provide (3D DC Invertor).

You informed us the following day via email that you had checked around on island but was unsuccessful in locating a suitable unit, that you would instead order one to be included in your next shipment and my father could pay you the difference of CI\$475. As I have previously explained, due to my parents health and age, they simply cannot wait for that length of time and need a new unit installed as a matter of urgency. DI- as mentioned above, the unit we installed is working to the code and therefore your parents will be waiting in uncomfortable circumstance while we accommodate their request for a 36,000 BTU unit.

On the basis that you are unable to purchase the unit which we have identified (the 36000 BTU unit currently in stock at OTIS), we respectfully request that the 22000 BTU unit which you installed at the home be removed as soon as possible and that you provide my father with a refund of CI\$2,075. DI - Correct, our suppliers on island do not have a unit with the same specifications in stock. OTIS is not a supplier or agent for Cooling Cayman and we will need to order a unit and have it shipped with an additional cost as quote provided for the 36,000 BTU.

If you have any questions with respect to any of the above please feel free to contact me by telephone on +1 345 917 3290. I look forward to hearing from you as soon as possible and should be very grateful if you would treat this as a matter of priority.

Regards,

Patricia Rutkowski

Cooling Cayman Air Conditioning

STOMER'S ORDER NO. 15EM DEPT. Jackrson 09-05-2020

ME:

ADDRESS: 75 Uncle Bob's Road, West Bay

CITY, STATE, ZIP: Grand Cayman

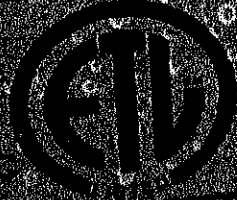
PAYMENT: Pa CASH C.C.I.D. CHARGE ON ACCT. MDSE. RTD. PAID OUT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2	3D D.C. Inverter MC30-2K-02		
3			
4	Rolla 208/220V Air Con System		
5			
6	Massorran @ curtky		
7			
8			
9			
10	Standard Installation		650
11			
12			
13			
14			
15			
			CIP \$2,075.00

D/15/

SPLIT TYPE AIR CONDITIONER

INDOOR MODEL	MEH-22NIH2	
OUTDOOR MODEL	MOH-22NIH2	
POWER SOURCE	208-230V~ 60Hz, 1Ph	
CAPACITY	COOLING	22000Btu/h
	HEATING	22000Btu/h
DESIGN PRESSURE	Hi 550 PSIG	Lo 340 PSIG
REFRIGERANT	R410A/56.44ozs	
TOTAL LOAD		12.6A
FAN MOTOR LOAD (INDOOR/OUTDOOR)		0.4A/0.6A
COMPRESSOR LOAD		11.5A
COMPRESSOR LOCKED ROTOR AMPS		
MINIMUM CIRCUIT CAPACITY		16.0A
MAY RISE		25.0A



CONFORMS TO
UL STD. 1995
CERTIFIED TO
CSA STD. C22.2
No. 250

SN 0212158361414105150003

- 1. Ensure to evacuate unit and pipes w
- 2. Make sure the ad to be charged is length, please refer INSTRUCTIONS
- 3. Incorrect installation instruction will cause machine.

⚠
RISK OF ELECTRIC INJURY OR DEATH. REMOTE ELECTRIC BEFORE SERVICING. AVERTISSEMENT R ELECTRIQUES PEUT BLESSURES ET MEM COUPER LES SOURC DISTANCE AVANT LE



Bracket was attached with silicone; screws were in dry wall with no wall plugs

8:35



Patricia

All Media

21/05/2020, 10:49 AM

Add to contacts

Block number

Tuesday, 19 May 2020

Hi Patricia, we have taken a look at your parents AC system set up and this system is too small for the area. The model indicates it is 22000 btu. I would not install a system less than 36000 btu (3ton). Without touching the system at all we took an off coil temperature reading and this was 68F which

View all



1:48 pm

Thursday, 21 May 2020

Thank so much. Do you mind if I use say your company looked at the ac unit and concluded it was too small for the space?

10:24 am

Sure no problem just make sure u note that the AC unit was not touched in any way just looked at and a temperature reading taken by a lazer thermometer

10:35 am

10:47 am

Thank you. Yes I will do that

RE: 36,000 BTU Inverter Mini Split System.

Audley Smith<a_smith@candw.ky>

5/21/2020 4:34 PM

To magicman@candw.ky

- Quick reply
- Reply all
- Forward
- Delete
- Actions

Good day Mr. Jackson, we recommend replacing the unit for the Kitchen/Dinning/Living with a 36,000 BTU Inverter unit.

The cost of a Mini Split Tempblue 36k Btu Inverter \$ 1,495.38.

To install and commission unit. \$350.00

Hope you find these prices acceptable.

Kind regards,

Audley Smith.

BEWARE OF "Cooling Cayman" AIRCONDITIONING The real experience of Allison Bodden with this company

I strongly advise you not to do business with this company or its owner, Derek Irvine, for the following reasons:

1. Called Cayman Cooling in 2016 to service three units at my house, built in 2012
2. Derek said one compressor needed replacing immediately because it was severely corroded and on the verge of dying (subsequent talks with others have revealed that a 4.5 year old unit of a well-known brand would not need replacing so soon, and should have a shelf-life of at least ten years) NOTE: the other two units are still going strong although he tried to convince me that one of them also needed replacing. When I refused, he was then miraculously able to find the part to fix it - no doubt from the old unit he had removed from me the day before!
3. Advised he would be installing a higher seer (16) with the same tonnage (2); instead, I was given the same seer (13) with a 3-ton capacity which, if you research, you will see that a higher tonnage can be just as bad as having one with insufficient capacity
4. Subsequent research revealed that I was seriously overcharged for the new compressor
5. I was given a "warranty" for five years provided that servicing was performed only by Cayman Cooling. This warranty was handwritten at the bottom of the receipt for the over-priced unit.
6. I asked him on numerous occasions to provide me with the cost of the unit which he was supposed to have delivered. To this date he has not provided that figure.
7. I called to discuss with him how I felt about the level of service he provided, as well as the fact that he did not provide the specified unit and the one I did get was highly over priced. I told him I felt that he had ripped me off and I was very disappointed that he had done that. After much discussion where he was adamant he had not ripped me off and professing his honesty and professionalism, he put his wife on the phone who also proceeds to try to convince me what a kind, warm-hearted and professional man he is. My response? "Er, you'll excuse me if I say you might be just a tad biased as you're his wife!" After much back and forth he finally agreed to remove the cost of servicing the old unit - yes, he had the nerve to charge me for servicing the same one he replaced!
8. I was asked to take out a service contract with them, which I refused as it was unnecessary given that, in order for the warranty to continue to be in effect, they were the only ones who could service it
9. Within two weeks of being installed the unit gave trouble, which was "fixed" by Cayman Cooling (I had to wait almost a week for them to even take a look at it, and was given an interim window unit which did not cool)
10. Called them for the six-month service in February 2017 as the problem was occurring again, only to be told that I must have the wrong company because I do not have a service contract with them!

11. Patiently reminded him that I don't need a service contract given that, under the warranty, they are the only ones who are allowed to touch it.
12. Derek conveniently does not remember any issues with the unit after installation – despite me sending him previous What'sapp conversations on the matter
13. After some back and forth I told him that, given our previous history, it is understandable that neither one of us necessarily wants to have anything to do with the other but are unfortunately bound to because of the warranty and so we should just make the best of a bad situation, so please could he come to service the unit, I was advised to find someone else to carry out the service as he does not deal with "sour customers such as yourself" (Who, me sour?? Why ever in the world would I be??)
14. A few weeks later I contacted him again to ask if he would please come to service the unit
15. Totally ignored me
16. He was emailed by a lawyer asking him very nicely for a copy of the warranty so that we could determine whether the warranty (does this even exist?!) is between the manufacturer and Cayman Cooling or if it extends to anyone certified to service that particular brand because, if the former, then I am screwed if I have anyone else service it and anything goes wrong within the next four years
17. Totally ignored the lawyer

So, this is the avenue to which I have resorted as I am now a victim at the hands of this individual. I am not normally this type of person, but hopefully this message will save someone else from going through what I have with this company.

This is not about the money but the principle of how he can issue a "warranty" then renege on it when a unit gives trouble, which could cause the owner of the unit to be further victimised and out-of-pocket if it needs replacing. This "warranty" was obviously his way of trying to get more money by being the one exclusively to service the unit, as he has yet to provide a copy of the actual document.

This man is one of the most dishonest, unethical and unprofessional service industry people I have ever encountered, and it is obvious that he is a rip-off artist (especially, I suspect, with single women like me) with absolutely no scruples. I highly recommend that you do NOT do business with him!

I am happy to provide you with any further details about this person and his company, if you wish. And by all means, please feel free to share this post with others on social media.

allibee27@gmail.com



Sandy Hill

March 9, 2015



Cooling Cayman - horrible products and horrible customer service. I would never recommend them. Here's the proof. 1.5 weeks of not using and unit is leaking all over my furniture and floor. I will now have to find \$ to remove these units and all the piping.





Sandy Hill

June 16, 2015 · 2

We have no consumer protection in Cayman but yet Cooling Cayman can call the police about me posting comments about them and they are losing business as a result. The comments will continue until a resolution has been met. Removing the AC units is the only solution! Police have no business in civil matters!! BOOM! I would never recommend them to anyone.

~~COOLING~~ CAYMAN

Air Conditioning & Refrigeration Services

946-7781



325-4114

PO BOX 10531, GRAND CAYMAN KY1-1005
email coolingcayman@hotmail.com

"If it cool 's, chills or freezes, we've got you covered"



Visit us on
Facebook

Like

Comment

No. 2

Acknowledgment of Service

IN THE SUMMARY COURT AT GEORGE TOWN

Cause No. SC _____ of 20__

Between:

WILLIAM KEMUEL JACKSON

Plaintiff

AND:

COOLING CAYMAN

Defendant

ACKNOWLEDGMENT OF SERVICE

1 State Defendant's name and address -

Crosdale Gardens
74A Summit Crescent
George Town
(PO BOX 321 KY1-1106 George Town Grand Cayman)

2 State whether the Defendant intends to contest the action.

Yes

No

3 If you do not intend to contest the action, do you want time in which to pay the claim?

Yes

No

4 If you do intend to contest the action, in whole or in part, you must set out full particulars of your defence overleaf.

Service of the Plaint is acknowledged accordingly.

Defendant's Signature

Dated this _____ day of _____, 20__

See Overleaf

PARTICULARS OF DEFENCE

(Here set out in numbered paragraphs the grounds upon which the Defendant says that he is not liable to the Plaintiff, or is not liable for the full amount claimed)

Defendant's Signature

REMINDER - This form must be taken or sent to the Court Office, PO Box 495GT, George Town, Grand Cayman within 14 days of receipt otherwise a default judgment may be entered against you.