



IN THE SUMMARY COURT OF THE CAYMAN ISLANDS

CIVIL DIVISION

CAUSE No. S 2025-2026 OF 2025-2026

BETWEEN BELINDA POWELL PLAINTIFF

AND ALEX DILBERT OF ECO HOUSE CAYMAN DEFENDANT

PLAINT

To the Defendant

ALEX DILBERT OF ECO HOUSE CAYMAN
69 Webb Road,
George Town,
Grand Cayman
Cayman Islands
KY1, 1007

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

Within 14 days after service of this Complaint on you, counting the day of service, you must either satisfy the claim or return to the Court Office, P.O. Box 495, George Town, Grand Cayman KY1-1106, Cayman Islands, 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

07 day of January 2025-2026

See overleaf for particulars of the Plaintiff's claim.

This **PLAINT** is filed by the Plaintiff, **BELINDA POWELL** as a litigant-in-person whose address for service is 15 Peppertree Drive, Bodden Town, Grand Cayman, Cayman Islands, KY1 - 1601

PARTICULARS OF CLAIM

1. I, BELINDA POWELL, the plaintiff, am a customer of EcoHouse Cayman. I purchased a new AC unit through ALEX DILBERT on November 14, 2025. I am requesting a refund for the AC unit as well as compensation for the costs to repair the water damage incurred in my home due to the unit's malfunction.
2. True copies of the documents to which the Plaintiff shall refer in this Plaint are marked '**Exhibit-1**'. Save where the contrary is stated, or the context otherwise requires, reference in this Plaint to pages, are pages in '**Exhibit-1**'.
3. ALEX DILBERT, who manages Eco House, arranged for the sale and ensured the proper installation of the AC unit. He has failed to replace or refund my money for my new unit.
4. On November 28, 2024, EcoHouse Ltd installed a new air conditioning unit on my property and insulated my attic with foam.

Soon after this installation, my new air conditioner began to encounter the following issues:

- **Incident 1 - January 12, 2025:**
Regarding a water leak from the attic area from the AC unit affecting my ceiling.
- **Incident 2 - March 31, 2025:**
The unit was unable to cool the master bedroom adequately, causing the home's temperature to rise. Attempts were made to cool the house by setting the thermometer very low, however unsuccessful.
- **Incident 3 - April 1, 2025:**
The air conditioning unit was not effectively cooling the residence, which caused the entire house to become excessively warm. Attempts to adjust the thermostat to a lower setting were made, but they were unsuccessful, leading to an intolerable living environment in the heat.
- **Incident 4 - April 18, 2025:**
Once more, the cooling unit did not function properly, causing us to endure almost 24 hours without air conditioning.
- **Incident 5 - August 30, 2025:**
The malfunctioning AC unit in the house led to significant flooding from the ceiling. This caused damage to the walls, skirting boards, and ceiling, as well as water damage to the cabinets due to large number of water from the ceiling area.

After the house flooding on August 30, 2025, I contacted Mr. Alex, the director of Ecohouse Limited, by email to request a resolution to the situation. Mr. Alex, however, indicated that I have an outstanding bill and that they no longer provide air conditioning services to clients.

In light of his refusal to offer assistance, I opted to engage a different air conditioning services provider. Upon evaluation, they determined that the unit needed replacing due to improper installation and the overall ductwork has suffered water damage.

This **PLAINT** is filed by the Plaintiff, **BELINDA POWELL** as a litigant-in-person whose address for service is 15 Peppertree Drive, Bodden Town, Grand Cayman, Cayman Islands, KY1 - 1601

The manager from Ancel's, Air Conditioning 7 Appliance Repairs company, expressed during the assessment of the unit, serious concerns regarding the ductwork in the attic, indicating that it is constructed from fiberglass and has become thoroughly saturated.

This condition creates a substantial health risk, as there is a potential for inhalation of fiberglass particles and mold throughout the premises.

In light of this information, it was essential that we resolve this issue without delay. As a result, we have been encountering financial difficulties because we had to obtain the required replacement in early September. As a consequence of the payment amount, I was only able to handle the attic work for now, intending to finalize the replacement of the outdoor unit section upon receipt of my funds from this claim.

In light of the numerous issues I have encountered since the installation of my unit, coupled with the company's reluctance to provide a replacement, I am compelled to seek the court's assistance in recovering the funds I paid for the unit and water damage repairs to my ceiling, cabinet and skirting boards.

This pursuit aims to facilitate the prompt acquisition of a new unit that is urgently needed at my property.

Enclosed are photographs depicting the significant damage to the residence, which requires both repairs and replacement of the ceiling area.

Additionally, I have attached the pertinent documents related to the ceiling and air conditioning repairs.

Finally, I have included all correspondence with EcoHouse Ltd concerning the various issues pertaining to my air conditioning unit.

5. The Agreement as indicted in the invoice provided by Eco House Cayman CI \$ 16,350 was paid in full. Payment would be made by cheque on November 14, 2024 and a email was sent to confirm cheque payment was delivered to the EcoHouse office on November 14, 2024.
6. The Defendant has failed to resolve the ac unit or replace it to date.

Incident 1 - January 12, 2025:

Regarding a water leak from the attic area from the AC unit affecting my ceiling.

Incident 2 - March 31, 2025:

The unit was unable to cool the master bedroom adequately, causing the home's temperature to rise. Attempts were made to cool the house by setting the thermometer very low, however unsuccessful.

Incident 3 - April 1, 2025:

The air conditioning unit was not effectively cooling the residence, which caused the entire house to become excessively warm. Attempts to adjust the thermostat to a lower setting were made, but they were unsuccessful, leading to an intolerable living environment in the heat.

Incident 4 - April 18, 2025:

Once more, the cooling unit did not function properly, causing us to endure almost 24 hours without air conditioning.

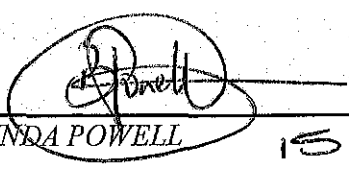
Incident 5 - August 30, 2025:

The malfunctioning AC unit in the house led to significant flooding from the ceiling. This caused damage to the walls, skirting boards, and ceiling, as well as water damage to the cabinets due to large number of water from the ceiling area.

7. The Defendant has failed to result the ongoing ac unit issues by either replacing the unit or refunding the funds paid for the new unit.
8. I am claiming pre-judgment and post judgment interest.
I am claiming interest based on *Judgment Debts (Rates of Interest) Rules (2021 Revision)* from January 12, 2025 of the first incident with my AC unit.

AND THE PLAINTIFF CLAIMS:

1. Principal of \$ 11.911 ;
 2. Simple interest of \$ 267.17 on the principal claimed at the prescribed rate of 2½%. pursuant to the *Judgment Debts (Rates of Interest) Rules (2021 Revision)* calculated from the January 12, 2025 when the cause of action arose/when the principal was demanded to the day the Plaintiff was filed ;
 3. Per diem of \$ 267.17 from the date the Plaintiff was filed to the date judgment is entered ;
 4. Post-judgment interest from the date judgment is given until the date the judgment debt is paid in full ;
 5. Filing Fee \$ 25.00 ;
 6. Fixed Cost \$ 150.00 ;
 7. Bailiff Fees \$ 30.00 ;
- or, in the alternative,
8. Costs to be assessed ; and
 9. Such other relief as this Honorable Court sees fit.


BELINDA POWELL

15 Peppertree Dr BT. Grand Cayman
548-0986
345pearl@gmail.com

IN THE SUMMARY COURT OF THE CAYMAN ISLANDS

CIVIL DIVISION

CAUSE No. S OF 2025

BETWEEN BELINDA POWELL PLAINTIFF
AND ALEX DILBERT OF ECO HOUSE CAYMAN 1st DEFENDANT

ACKNOWLEDGEMENT OF SERVICE

1. State the Defendant's name and address,
ALEX DILBERT OF ECO HOUSE CAYMAN
69 Webb Road
George Town
Grand Cayman
Cayman Islands
KY1 - 1007
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 2025.

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, P.O. Box 495 GT, George Town, Grand Cayman within **14 days** of receipt otherwise a Default Judgment may be entered against you.

IN THE SUMMARY COURT OF THE CAYMAN ISLANDS

CIVIL DIVISION

CAUSE No. S OF 2025

BETWEEN BELINDA POWELL PLAINTIFF
AND ALEX DILBERT OF ECO HOUSE CAYMAN DEFENDANT

DOCUMENTS IN SUPPORT OF PLAINT

This bundle of documents is referred to as 'EXHIBIT-1' in the Plaint of BELINDA POWELL

Page No.	Name of Document
pp 1	Case Summary
pp 2-5	Pictures of Water Damage of the home
pp 6-8	Quotes for replacement of the AC Unit and repairs of the areas of water damage
pp 9- 28 pages	Email correspondence with Alex Dilbert Of Eco House Cayman regarding the various incidents with the AC unit.

The day of 2025

BELINDA POWELL

This PLAINT is filed by the Plaintiff, BELINDA POWELL as a litigant-in-person whose address for service is 15 Peppertree Drive, Bodden Town, Grand Cayman, Cayman Islands, KY1 - 1601

Small Claims Court Matter**1. Statement of Claim**

Claimant: Belinda Powell

Address: 15 Peppertree Drive, Bodden Town

Respondent: EcoHouse Ltd

Amount Claimed: CI \$17,011.00

Nature of Claim: Damages resulting from improper installation of air conditioning unit and subsequent property damage.

1. On November 28, 2024, the Respondent, EcoHouse Ltd, installed a new air conditioning unit and performed foam insulation work in the Claimant's attic.
2. Shortly after installation, the unit began to malfunction and caused repeated disruptions and water leaks. Five (5) separate incidents occurred between January 12, 2025 and August 30, 2025, resulting in insufficient cooling, system failures, and significant water damage.
3. On August 30, 2025, the system failed catastrophically, causing extensive flooding from the attic area. This resulted in damage to the ceiling, cabinetry, walls, and skirting boards.
4. The Claimant contacted the Respondent requesting assistance; however, the Respondent refused to provide repairs or remedy.
5. The Claimant engaged Ancel's Air Conditioning & Appliance Repairs, who determined that the system was improperly installed, the ductwork was saturated, and the installation posed a health hazard.
6. The Claimant seeks reimbursement for:
 - **\$8,100.00** — AC unit/installation
 - **\$3,911.00** — Air handler replacement
 - **\$1,000.00** — Ceiling repairs
 - **\$4,000.00** — Condenser replacement

Total Claim: \$17,011.00

7. The Claimant requests that the Court order reimbursement of the above amounts plus court fees due to improper installation, resulting property damage, and lack of

2. Damage Cost Summary Table

Item	Description	Amount (Ct\$)
AC Unit & Installation	Paid to EcoHouse Ltd on Nov 28, 2024	8,100.00
Air Handler Replacement	Required due to improper installation	3,911.00
Ceiling Repairs	Repairs due to water damage	1,000.00
Condenser Replacement	Needed due to system failure	4,000.00
Total Amount Claimed		17,011.00

3. Evidence Bundle Index

A. Communications & Correspondence

1. Emails to/from EcoHouse Ltd regarding installation issues
2. Email dated August 30, 2025 requesting assistance following flooding
3. EcoHouse's refusal to provide servicing

B. Photographic Evidence

4. Ceiling water damage
5. Cabinet & skirting board damage
6. Attic ductwork saturation

C. Technical Assessments

7. Report from Ancel's Air Conditioning & Appliance Repairs
8. Technician notes confirming improper installation and hazards

D. Financial Documents

9. Invoice from EcoHouse Ltd – AC installation (\$8,100)
10. Invoice – Air handler replacement (\$3,911)
11. Invoice – Ceiling repairs (\$1,000)
12. Invoice – Condenser replacement (\$4,000)



P.O. Box 614 George Town
KY1-1107 Grand Cayman
ancelroy1@gmail.com
1345 323-2236/326-9410

September 10, 2025

Belinda Powell
15 Peppertree Drive
Bodden Town
Grand Cayman

Re: Replacement Quotation

Please find below our quotation for the replacement of your ductwork:

Findings & Replacement AC Quotation

- Found air handler unit filled with water, resulting in it overflowing into the duct and drain pan. The duct has become saturated with water and will need to be replaced.
- During inspection, it was observed that the air handler unit is positioned on a stand rather than being mounted with brackets. In my opinion, installing brackets would facilitate better water drainage from the unit into the drain pipe, rather than accumulating in the drain pan.
- A quote has been provided to remove and reinstall the unit with brackets.
- The flex duct for the return in the master bedroom requires repositioning to improve airflow. This will require a longer flex duct.
- The existing metal box in the bathroom should be upgraded from 6 inches to 8 inches to enhance better airflow.

Proposed Scope of Work

1. Preparation:

- Disconnect and remove existing fibre ductwork.
- Disconnect and remove air handler unit.

2. Reinstallation:

- Reinstall the air handler unit at the designated location.
- Design, fabricate, and install new ductwork
- Install two new flex ducts and a metal box as specified.

3. Connections and Reassembly:

- Reconnect the existing refrigerant lines.
- Reconnect the drain line.

Test and commission the entire system

Proposed Cost

Ducting material-----	\$2,021.00
Labour Cost -----	\$1,890.00
Total-----	\$3,911.00

Payment Terms

70% deposit is required upon confirmation of estimate -----	\$2,737.70
Remaining 30% upon completion of project -----	\$1,173.30

We trust you will find our quote favourable as we look forward to working with you.

Upon acceptance, please sign below and return a copy.

Company

Date

This quotation is valid for three (3) months.



P.O. Box 614 George Town
KY1-1107 Grand Cayman
ancelroy1@gmail.com
1345 323-2236/326-9410

September 24, 2025

Belinda Powell
15 Peppertree Drive
Midland Acres
Bodden town

Re: Replacement Quotation

Kindly see quotation for the replacement of one condensing unit. We are pleased to quote as follows:

- Remove one existing condensing unit

Supply & Install: -

- One (1) 4 ton 16 seer condensing unit

➤

Proposed Cost

Condensing unit-----	\$1,727.00
Material-----	\$85.00
Labour Cost -----	\$500.00
Total-----	\$2,312.00

Payment Terms

70% deposit is required upon confirmation of estimate -----\$1,618.40

Remaining 30% upon completion of project -----\$693.60

Proposed Scope of Work

Installation will include but not limited to disconnect and remove existing, condensing unit, install new, reconnect existing refrigerant and drain line and commissioned system

We trust you will find our quote favourable as we look forward to working with you.

Upon acceptance, please sign below and return a copy.

Company

Date

This quotation is valid for three (3) months.



October 2, 2025

Global Builders

Contact: Winston Rennis

Tel: 1345 325-5909

Mrs. Belinda Powell

15 Peppertree drive

Bodden

Quotation

Material and Labor

1. Take out and replace damage sheetrock.
2. Apply compound, tape, skimming and paint sheetrock
3. Take debris to cayman landfill.

Total \$1,000

NOT-NEGOTIABLE

THIS DOCUMENT HAS A COLORED BACKGROUND, MICROPRINTING, INVISIBLE FLUORESCENT FIBERS AND A TRUE WATERMARK.

**THE CAYMAN ISLANDS CIVIL SERVICE ASSOCIATION
CO-OPERATIVE CREDIT UNION LIMITED**

AFFILIATED TO THE CARIBBEAN CONFEDERATION OF CREDIT UNIONS

Main Office: P.O. Box 1450 Grand Cayman KY1-1110 Tel: (345) 949-8415 Fax: (345) 949-8910
Brac Office: P.O. Box 262 Cayman Brac KY2-2002 Tel: (345) 948-0655 Fax: (345) 948-0409

303541

DATE: 1 4 1 1 2 0 2 4
D D M M Y Y Y YPAY TO THE Eco House Ltd

ORDER OF

THIRTEEN THOUSAND SEVEN HUNDRED SIXTY

\$ 13,760.00

KYD

/100 DOLLARS



BUTTERFIELD

MEMO

⑈303541⑈ ⑆000000⑈ 250⑆ 1360326710538⑈

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com



69 Webb Road (Off A L Thompson Round About)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Tue, May 21, 2024 at 9:26 AM Sales | Eco House (Cayman) <sales@ecohousecayman.com> wrote:

Ok, let me see what I can do.

Kind regards,

Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com



69 Webb Road (Off A L Thompson Round About)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Tue, May 21, 2024 at 9:22 AM Island Gem 345 <345pearl@gmail.com> wrote:

Received with thanks.

Could the quote be updated to reflect today's date as it states April 2024.

Kind Regards

B.Gordon

On Tue, May 21, 2024, 9:10 AM Sales | Eco House (Cayman) <sales@ecohousecayman.com> wrote:

Hi Belinda,

Ok, no problem, I just sent the new quote over to you.

Kind regards,

Annette

**Re: AC Replacement QUOTE-1696 from Eco House Ltd**

1 message

Sales | Eco House (Cayman) <sales@ecohousecayman.com>

Tue, May 21, 2024 at 10:27 AM

To: Island Gem 345 <345pearl@gmail.com>

Hi Belinda,

Yes, it does. Between you and me, the breakdown for the new quote is as follows:

AC replace - \$8100 (5T)

Spray Foam - \$4160

Ductwork - \$1500

Total - \$13,760

Kind regards,

Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A L Thompson Round About)

PO Box 10937

Grand Cayman KY1-1007

CAYMAN ISLANDS

On Tue, May 21, 2024 at 10:18 AM Island Gem 345 <345pearl@gmail.com> wrote:

Many thanks for your assistance with this matter.

Could you confirm that this new amount includes the foaming of the ceiling?

Regards

B.Gordon

On Tue, May 21, 2024 at 9:34 AM Sales | Eco House (Cayman) <sales@ecohousecayman.com> wrote:

OK, I created a whole new one and sent.

Kind regards,

Annette

Office Administrator

Phone: +1 345 924-9956

Web: www.ecohousecayman.com

69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Mon, Oct 28, 2024 at 12:00 PM Island Gem 345 <345pearl@gmail.com> wrote:

Dear Mr. Alex,

Thank you for your correspondence. I would like to confirm that the attachment has been received and is satisfactory.

I will reach out to you once I receive a response from the Credit Union regarding the payment confirmation.

Best regards,
B. Gordon

On Mon, Oct 28, 2024, 11:39 AM Alex Dilbert (72 Avenue) <Alex@ecohousecayman.com> wrote:

Dear ,

Please find the attached copy of our quote.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse

Advanced Climate Control & Filtration

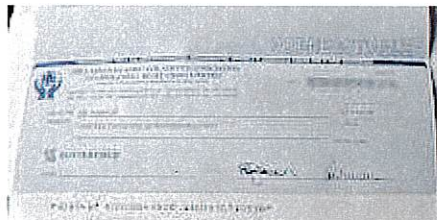
Phone: Office (345) 326-4663

Web: www.ecohousecayman.com



Accept / Decline

2 attachments



20241114_125420.jpg
1262K



QUOTE-1696 (3).pdf
143K

**Fwd: Spray Foam and AC QUOTE-1696 from Eco House Ltd**

1 message

BP <345pearl@gmail.com>

Wed, Sep 24, 2025 at 9:04 AM

To: "BP (BP SWEETS)" <345pearl@gmail.com>

Kind Regards



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

From: **Island Gem 345** <345pearl@gmail.com>

Date: Thu, Nov 14, 2024 at 1:21 PM

Subject: Re: Spray Foam and AC QUOTE-1696 from Eco House Ltd

To: Alex Dilbert <alex@ecohousecayman.com>, Eco House Sales Team <sales@ecohousecayman.com>

Cc: <msg.9e998e87ab6f47ccb2e31995b614c70c@mail.nextminute.com>, Island Gem 345 (345sweetz) <345pearl@gmail.com>

Good afternoon Alex,

I hope this message finds you well. I would like to inform you that I have delivered the Credit Union cheque today. Upon review, I found that the cheque reflects an amount of -\$13,760, which is associated with the previous quote.

As mentioned previously, I do not require the 5-ton option and would prefer to proceed with your services for the quote of \$11,900. For your reference, I have attached that quote as well.

Given this situation, the remaining funds from the cheque amount to -\$1,860. These funds can either be transferred to my account or I can arrange to collect them in cash.

Please find the cheque figures attached for your records.

Kind regards,
B. Gordon

On Mon, Oct 28, 2024, 12:57 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Noted with thanks

Alex Dilbert

Managing Director

EcoHouse

Advanced Climate Control & Filtration

As mentioned previously, I do not require the 5-ton option and would prefer to proceed with your services for the quote of \$11,900. For your reference, I have attached that quote as well.

Given this situation, the remaining funds from the cheque amount to -\$1,860. These funds can either be transferred to my account or I can arrange to collect them in cash.

Please find the cheque figures attached for your records.

Kind regards,
B. Gordon

On Mon, Oct 28, 2024, 12:57 PM Alex Dilbert <alex@ecohousecayman.com> wrote:
Noted with thanks

Alex Dilbert

Managing Director

EcoHouse

Advanced Climate Control & Filtration

Phone: [+1 345 924-9956](tel:+13459249956)

Web: www.ecohousecayman.com



69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Mon, Oct 28, 2024 at 12:00 PM Island Gem 345 <345pearl@gmail.com> wrote:
Dear Mr. Alex,

Thank you for your correspondence. I would like to confirm that the attachment has been received and is satisfactory.

I will reach out to you once I receive a response from the Credit Union regarding the payment confirmation.

Best regards,
B. Gordon

On Mon, Oct 28, 2024, 11:39 AM Alex Dilbert (72 Avenue) <Alex@ecohousecayman.com> wrote:

Dear ,
Please find the attached copy of our quote.
If you have any queries please don't hesitate to contact me.
We appreciate your business

EcoHouse

Advanced Climate Control & Filtration

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com



**Re: Spray Foam and AC QUOTE-1696 from Eco House Ltd**

1 message

Island Gem 345 <345pearl@gmail.com>

Thu, Nov 28, 2024 at 4:29 PM

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Eco House Sales Team <sales@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Good day Alex,

Thank you and your team for the outstanding effort in foaming and installing my new AC unit. I truly appreciate your work.

I'm aware your staff will return today or tomorrow to reinstall the AC Nest thermostat.

Overall, I am very happy with the service.

Concerning the return of the funds, could you let me know when I might see the refund reflected in my account?

Additionally, will I need to arrange a follow-up for the new unit, or is it advisable to check in concerning servicing in three months?

Best regards,
B. Gordon.

On Tue, Nov 19, 2024, 2:12 PM Island Gem 345 <345pearl@gmail.com> wrote:

Dear Alex,

Good afternoon! I hope you are doing well.

I wanted to follow up on a recent chat I had with one of your team members. They indicated that there would be no extra charges for the AC/foam work planned from November 25 to 28, 2024, at my home.

During our discussion, I also checked on the return of my remaining funds, and I was informed that this would take place after the work is done, which was not something I was previously aware of in our agreement.

I do not have any concerns about this process. I would like to kindly ask for the return of my funds to my Butterfield account - 1361474880013.

Thank you for your prompt attention to this issue.

Warm regards,
B. Gordon

On Thu, Nov 14, 2024, 7:56 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Gordon,

I have no problem giving you the difference in cash as long as the check clears and reflects in my account up to two days.

Alex Dilbert
Manager/Director

On Thu, Nov 14, 2024 at 1:21 PM Island Gem 345 <345pearl@gmail.com> wrote:

Good afternoon Alex,

I hope this message finds you well. I would like to inform you that I have delivered the Credit Union cheque today. Upon review, I found that the cheque reflects an amount of -\$13,760, which is associated with the previous quote.

I spoke with your customer service team yesterday to follow up on my previous email. I was informed that a check would be conducted to confirm whether the funds were received, and I would be updated accordingly.

Could you please provide a response to my previous email at your earliest convenience? This will allow me to make the necessary arrangements for the services to be completed.

I look forward to hearing from you soon.

Best regards,
B.Gordon

On Fri, Nov 8, 2024 at 8:00 AM Island Gem 345 <345pearl@gmail.com> wrote:

Good morning Mr. Alex,

I hope this message finds you well. I have received confirmation that the credit union has successfully processed a bank transfer to your account as per the details outlined in the invoice related to my service request, along with the additional foaming invoice provided for my property yesterday.

In light of this, I would be grateful if you could verify whether the amount specified in that invoice has indeed been transferred to your account by the credit union on November 7, 2024.

Should the funds have been received, I would appreciate a call at your convenience to discuss arranging the necessary services to be performed.

Thank you for your assistance.

Kind regards
B.Gordon

S2026-0002

Page 23 of 63

2026-01-07



BP <345pearl@gmail.com>

Subject: Inquiry Regarding Bank Transfer Status

1 message

Island Gem 345 <345pearl@gmail.com>

Tue, Nov 12, 2024 at 10:15 AM

To: Jordan Seymour <crm@creditunion.ky>

Cc: "Island Gem 345 (345sweetz)" <345pearl@gmail.com>

Bcc: 345pearl@gmail.com

Dear Mr. Jordan,

I hope you are doing well.

I reached out to Ecohouse last week concerning the air conditioning, after the contractor informed me that they received the funds for the house repairs. However, Mr. Alex from Ecohouse informed me today that he has not yet received these funds.

For your reference, I have included the email correspondence below.

With this recent development, I would appreciate it if you could update me on the status of the bank transfer.

Thank you for your help.

Sincerely,
B. Gordon

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

From: Sales | Eco House (Cayman) <sales@ecohousecayman.com>

Date: Tue, Nov 12, 2024, 9:59 AM

Subject: Re: Spray Foam and AC QUOTE-1696 from Eco House Ltd

To: Island Gem 345 <345pearl@gmail.com>

Cc: Alex Dilbert <alex@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Good morning Belinda,

We have not received payment as yet.

Kind regards,
Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A.L. Thompson Round About)

PO Box 10937

Grand Cayman KY1-1007

CAYMAN ISLANDS

On Sat, Nov 9, 2024 at 12:17 PM Island Gem 345 <345pearl@gmail.com> wrote:

Dear Mr. Alex,

I hope this message finds you well.

S2026-0002

2026-01-07

P.O. Box 10937
Cayman Islands
KY1-1007

Phone
+1 (345) 326 - 4663
None



Quote for AC Replacement (5T)

To: Belinda Gordon
15 Cherry Tree Dr.
Bodden Town
Cayman Islands

Number
QUOTE-1716
Reference
AC Replacement at 15 Cherry Tree Dr.
(5 T)

Date
21 May 2024
Expiry Date
28 May 2024

Details

Name/Description	Qty	Units	Unit Price	Amount
Small Projects Installation: Rheem 5T 16 Seer condenser and air handler - full system	1.00	set	12,260.00	\$12,260.00
The price includes equipment, labor cost for installation, parts, accessories, pro flush and foam insulation				
Small Projects Ductwork - additional 3 supply vents	1.00	set	1,500.00	\$1,500.00
Terms	1.00		0.00	\$0.00

Payment terms:

***Before we begin the job, Eco House will need a 75% DEPOSIT. It will take 1 day to complete this job. The remaining 25% must be paid a week after the job is done. Anything exceeding this time frame, the customer will be charged an additional 2% of the monthly invoice until the full payment is made. ***

By both parties accepting this quote, we have agreed to the following terms and costs and are obligated by contract.

Thank you for choosing Eco House!

CNB KYD checking account #011-14167

Please make sure to put the invoice/estimate number in the description. All prices are in KYD, if paying in USD please use 0.80 exchange rate.

The system comes with a 1-year warranty on all parts and labor

Section Total \$13,760.00

Subtotal \$13,760.00

Total None 0.00% \$0.00

Total KYD \$13,760.00

Best regards,
B. Gordon

On Fri, Nov 29, 2024, 10:11 AM Island Gem 345 <345pearl@gmail.com> wrote:
Thank you for your email, Annette.

Regarding the Nest thermostat, I will not require it at this time.

I look forward to hearing from you regarding the funds transfer.

Best regards,
B. Gordon

S2026-0002

Page 26 of 63

2026-01-07



BP <345pearl@gmail.com>

Re: Spray Foam and AC QUOTE-1696 from Eco House Ltd

1 message

Island Gem 345 <345pearl@gmail.com>

Fri, Dec 6, 2024 at 11:01 AM

To: "Sales | Eco House (Cayman)" <sales@ecohousecayman.com>

Good morning Alex,

Thanks for getting back to me I will stop by later today at around 2pm.

Regards

On Fri, Dec 6, 2024 at 8:57 AM Sales | Eco House (Cayman) <sales@ecohousecayman.com> wrote:

Hi Belinda,

I have the cash for you to pick up at your convenience, \$1860. Please give me a call to let me know when you are coming. I will be at the office until 3 pm today.

Please note our new office is in the first container, closest to the bypass.

Kind regards,
Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A L Thompson Round About)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Wed, Dec 4, 2024 at 12:49 PM Island Gem 345 <345pearl@gmail.com> wrote:

Good afternoon Mr. Alex,

I reached out on Monday to inquire about the timeline for receiving my remaining funds in my account, but I was informed that you had just completed that task and needed some time.

Since then, I have not received any calls or emails updating me on when to expect the funds.
Could you please advise on when I can expect the funds to be credited to my account?

I look forward to hearing from you soon to finalize this matter.

S2026-0002

2026-01-07



BP <345pearl@gmail.com>

On-call service

1 message

Sales | Eco House (Cayman) <sales@ecohousecayman.com>
To: Island Gem 345 <345pearl@gmail.com>

Fri, Dec 13, 2024 at 2:43 PM

Hi Belinda,

Very sorry but my service guy is stuck on a previous job today and won't be able to come out. He would be able to come tomorrow around lunch time if that can work for you? I would need to know by 3:30 so I can get it scheduled.

Kind regards,
Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS



BP <345pearl@gmail.com>

Re: On-call service

1 message

Island Gem 345 <345pearl@gmail.com>

Fri, Dec 13, 2024 at 3:21 PM

To: "Sales | Eco House (Cayman)" <sales@ecohousecayman.com>

Can we set it for tomorrow at 3pm?

King Regards
B.Gordon

On Fri, Dec 13, 2024, 2:43 PM Sales | Eco House (Cayman) <sales@ecohousecayman.com> wrote:

Hi Belinda,

Very sorry but my service guy is stuck on a previous job today and won't be able to come out. He would be able to come tomorrow around lunch time if that can work for you? I would need to know by 3:30 so I can get it scheduled.

Kind regards,
Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS



BP <345pearl@gmail.com>

Re: On-call service

1 message

Sales | Eco House (Cayman) <sales@ecohousecayman.com>
To: Island Gem 345 <345pearl@gmail.com>

Fri, Dec 13, 2024 at 3:24 PM

I think the guys have a job at that time but you can call tomorrow afternoon to double check.

Just so you are aware, there is a \$150 call out fee but if it is something to be quoted then we can waive that.

Kind regards,
Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com



69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Fri, Dec 13, 2024 at 3:21 PM Island Gem 345 <345pearl@gmail.com> wrote:
Can we set it for tomorrow at 3pm?

King Regards
B.Gordon

On Fri, Dec 13, 2024, 2:43 PM Sales | Eco House (Cayman) <sales@ecohousecayman.com> wrote:
Hi Belinda,

Very sorry but my service guy is stuck on a previous job today and won't be able to come out. He would be able to come tomorrow around lunch time if that can work for you? I would need to know by 3:30 so I can get it scheduled.

Kind regards,
Annette

Office Administrator

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com



69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937

9/4/25, 4:45 PM

Gmail - Re: On-call service

S2026-0002

Grand Cayman KY1-1007
CAYMAN ISLANDS

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2026-01-07

S2026-0002

2026-01-07



PAYMENT ADVICE

TO: Eco House Ltd
P.O. Box 10937
Cayman Islands
KY1-1007

Customer:	Belinda Gordon
Invoice Number:	INV-2785
Amount Due:	\$150.00
Due Date:	Friday, January 31, 2025
Amount Enclosed:	

P.O. Box 10937
Cayman Islands
KY1-1007

Phone
+1 (345) 326 - 4663
None



INVOICE

To: Belinda Gordon

15 Cherry Tree Dr.
Bodden Town
Cayman Islands

Invoice Number

INV-2785

Reference

JOB-3464

Invoice Date

16 Jan 2025

Due Date

31 Jan 2025

Details

Name/Description	Qty	Units	Unit Price	Amount
On-Call Repair	1.00		150.00	\$150.00

Visit date: Jan 12, 2025

Location: 15 Cherry Tree Dr.

Complaints:

-Leak of water

Technician's Service:

-attended the issue of the drain line

-realign the main drain and vacuum

-

Service by: Felino

Payment details

1.00

0.00

\$0.00

Thank you for choosing Eco House!

CNB KYD checking account #011-14167

Please make sure to put the invoice/estimate number in the description. All prices are in KYD, if paying in USD please use 0.80 exchange rate.

Section Total \$150.00

Subtotal \$150.00

Total None 0.00% \$0.00

Total KYD \$150.00

Due Date: Friday, January 31, 2025

Thank you for choosing Eco House!

CNB KYD checking account #011-14167

Please make sure to put the invoice/estimate number in the description. All prices are in KYD, if paying in USD please use 0.80 exchange rate.

USD 021-07144

S2026-0002

Page 33 of 63



BP <345pearl@gmail.com>

On-call Water Leak Invoice from Eco House Ltd

1 message

Eco House Sales Team <sales@ecohousecayman.com>

Fri, Jan 17, 2025 at 10:19 AM

Reply-To: Eco House Sales Team <sales@ecohousecayman.com>, msg.8bd3dd8bb6e94cbd9efaa27e7cea3b0e@mail.nextminute.com

To: Belinda Gordon <345pearl@gmail.com>

Dear ,

Please find the attached copy of our invoice for the amount of **\$150.00**, due on **31 Jan 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse**Advanced Climate Control & Filtration**

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com

Equipment & Services for your home

 **INV-2785.pdf**
143K

S2026-0002

2026-01-07

S2026-0002

Page 34 of 63



BP <345pearl@gmail.com>

Re: Water Leak Invoice from Eco House Ltd

1 message

Island Gem 345 <345pearl@gmail.com>

Mon, Jan 20, 2025 at 8:56 AM

To: Eco House Sales Team <sales@ecohousecayman.com>, msg.8cad806e398948df93093a40f14a1183@mail.nextminute.com, "Island Gem 345 (345sweetz)" <345pearl@gmail.com>

Good Morning,

I am writing to seek clarification regarding the invoice we have received for the new unit your company installed. This installation has led to a blockage resulting in water leaking into our ceiling area.

During your worker's visit to our home in January, we inquired whether the two outside pipes were replaced when installing the unit, and he informed us that they were not. Had this been addressed, it could have prevented the water blockage.

Additionally, the repairs for the ceiling area, which has suffered water damage, have yet to be initiated. We have not received any contact regarding the scheduling of these repairs.

Overall, this situation is not due to any actions on our part, and as such, we do not agree with the two invoices provided.

Kind regards,
B. Gordon

On Fri, Jan 17, 2025, 10:14 AM Eco House Sales Team <sales@ecohousecayman.com> wrote:

Dear ,

Please find the attached copy of our invoice for the amount of **\$150.00**, due on **25 Jan 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse**Advanced Climate Control & Filtration**

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com**2 attachments**noname
95Knoname
95K

S2026-0002

2026-01-07



69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Mon, Mar 17, 2025 at 4:02 PM Island Gem 345 <345pearl@gmail.com> wrote:

2 PM works well for me.
Could you please provide the cost for this service?

Best regards,
B. Powell

On Mon, Mar 17, 2025, 2:26 PM Eco House <sales@ecohousecayman.com> wrote:

Good day!
I wanted to apologize as our 10 AM slot on March 24 has already been booked. However, we are still available from 2 PM onwards on the same day.
Please let us know if this time works for you.
Thank you for your understanding.

Kind regards,
Kath

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663
Web: www.ecohousecayman.com



69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Mon, Mar 17, 2025 at 12:34 PM Island Gem 345 <345pearl@gmail.com> wrote:

Greetings,

The time of 10 AM on Monday, March 24, 2025, suits me well.

Could you share the pricing for the service?

Warm regards,
B. Powell

On Mon, Mar 17, 2025, 11:12 AM Eco House <sales@ecohousecayman.com> wrote:

Hi Belinda,

This is a friendly reminder that your quarterly preventive maintenance service for your A/C System at **15 Cherry Tree Dr.** is due in **March.**

We have an available slot starting **Monday, March 24th.** Please let us know what day and time works best for you.

Our service hours are Monday - Friday 8:30 AM - 5:00 PM.

Kind regards,
Kath

**Re: Preventive Maintenance Reminder**

1 message

Island Gem 345 <345pearl@gmail.com>

To: Eco House Sales Team <sales@ecohousecayman.com>

Fri, Mar 21, 2025 at 8:44 AM

Email noted with thanks.

Kind regards,
B. Powell

On Fri, Mar 21, 2025, 8:40 AM Eco House <sales@ecohousecayman.com> wrote:

Hi Belida,

Good morning.

I hope you are doing well. I just wanted to inform you that the schedule for your maintenance service is on Monday, March 24th at 2:00-3:00 PM.

Kind regards,
Kath**EcoHouse**

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Tue, Mar 18, 2025 at 9:27 AM Eco House <sales@ecohousecayman.com> wrote:

Hi Belinda,

Good morning!

The cost for the AC system:

1 System - \$95
2 System - \$85
3 System - \$75

Plus the cost of the filters to be replaced in the unit.

Kind regards,
Kath**EcoHouse**

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com



PAYMENT ADVICE

TO: Eco House Ltd
P.O. Box 10937
Cayman Islands
KY1-1007

Customer:	Belinda Gordon
Invoice Number:	INV-2902
Amount Due:	\$129.00
Due Date:	Wednesday, April 9, 2025
Amount Enclosed:	

Eco House Ltd
P.O. Box 10937
Cayman Islands
KY1-1007

Phone
+1 (345) 326 - 4663
None



INVOICE

To: **Belinda Gordon**
15 Cherry Tree Dr.
Bodden Town
Cayman Islands

Invoice Number
INV-2902
Reference
JOB-3587

Invoice Date
25 Mar 2025
Due Date
09 Apr 2025

Details

Name/Description	Qty	Units	Unit Price	Amount
Preventive Maintenance Visit Date: March 24, 2025 Next Visit Date: June 2025 Equipment: 1 central A/C Services carried out: ** Sanitized evaporator coils ** washed down condenser units ** checked condenser fan blades for tightness ** tighten electrical connections at equipment ** checked blower for cleanliness ** Inspected evaporator coil cleanliness ** replaced air filters ** Inspect starting capacitor ** Inspect running capacitor ** Flushed drain pipe ** brushed return grills ** tested refrigerant levels ** left the unit in a good working condition Serviced by: Felino	1.00	unit/s	95.00	\$95.00
Caribbean Filtration Air Filters (1) 20x20x1; (1) 13.5x13.5x1; (2) 12x12x1	1.00	set	34.00	\$34.00
Payment Details Thank you for choosing Eco House!	1.00		0.00	\$0.00
CNB KYD checking account #011-14167 Please make sure to put the invoice/estimate number in the description. All prices are in KYD, if paying in USD please use 0.80 exchange rate.				

Section Total \$129.00

Subtotal \$129.00

Total None 0.00% \$0.00

Total KYD \$129.00

Due Date: Wednesday, April 9, 2025

Thank you for choosing Eco House!

CNB KYD checking account #011-14167

Please make sure to put the invoice/estimate number in the description. All prices are in KYD, if paying in USD please use 0.80 exchange rate.

9/4/25 4:43 PM

Gmail - Re: Invoice 2902 from Eco House Ltd

S2026-0002

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2026-01-07

On Thu, Mar 27, 2025, 11:58 AM Eco House Sales Team <sales@ecohousecayman.com> wrote:

Dear ,

Please find the attached copy of our invoice for the amount of **\$129.00**, due on **09 Apr 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse

Advanced Climate Control & Filtration

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com



S2026-0002

2026-01-07

S2026-0002

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2026-01-07



BP <345pearl@gmail.com>

Re: Invoice-2902 from Eco House Ltd

1 message

Alex Dilbert <alex@ecohousecayman.com>

To: Island Gem 345 <345pearl@gmail.com>

Cc: Sales@ecohousecayman.com

Tue, Apr 1, 2025 at 1:11 PM

Hi Miss Powell,

I'll schedule a technician to come by next week to install some dampers to help redirect more air from the kitchen/dinning area to your bedroom. We will email you our ability shortly.

Alex Dilbert
Manager/Director

On Tue, Apr 1, 2025 at 8:56 AM Eco House <sales@ecohousecayman.com> wrote:

Good morning Sir,

Email from Belinda Gordon.

Kind regards,
Kath

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

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

From: Island Gem 345 <345pearl@gmail.com>

Date: Mon, Mar 31, 2025 at 8:37 AM

Subject: Re: Invoice-2902 from Eco House Ltd

To: Eco House Sales Team <sales@ecohousecayman.com>, <msg.cb970644ee4c40f8a8133762c92471ec@mail.nextminute.com>

Good morning,

I wanted to inform you that I have received the service invoice, and payment will be completed on or before April 17th, 2025.

I would also like to mention that the master bedroom continues to experience warmth at certain times. Could you please confirm whether your technician has made the adjustments previously discussed with Mr. Alex to resolve this issue?

If not, I would appreciate it if arrangements could be made for someone to come out and make the necessary adjustments.

Currently, I am required to set the AC to a high level to cool my room, while other areas remain quite cold. I am concerned that this practice is adversely affecting my overall CUC expenses.

Thank you for your assistance with this matter.

Best regards,
B. Powell

S2026-0002

2026-01-07

If not, I would appreciate it if arrangements could be made for someone to come out and make the necessary adjustments.

Currently, I am required to set the AC to a high level to cool my room, while other areas remain quite cold. I am concerned that this practice is adversely affecting my overall CUC expenses.

Thank you for your assistance with this matter.

Best regards,
B. Powell

On Thu, Mar 27, 2025, 11:58 AM Eco House Sales Team <sales@ecohousecayman.com> wrote:

Dear,

Please find the attached copy of our invoice for the amount of **\$129.00**, due on **09 Apr 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse

Advanced Climate Control & Filtration

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com



**Re: Invoice-2902 from Eco House Ltd**

1 message

BP <345pearl@gmail.com>

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Eco House Sales Team <Sales@ecohousecayman.com>

Tue, Apr 1, 2025 at 2:00 PM

Good afternoon Alex,

Thank you for your swift response and for your help in resolving our issue.

Moreover, I would like to highlight that the other areas of the house are not cooling as efficiently as they used to prior to the service. Consequently, I need to set the cooling to a significantly lower temperature in order to create a comfortable environment. 😊

Best regards,
B. Powell

On Tue, Apr 1, 2025, 1:11 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Miss Powell,

I'll schedule a technician to come by next week to install some dampers to help redirect more air from the kitchen/dinning area to your bedroom. We will email you our ability shortly.

Alex Dilbert
Manager/Director

On Tue, Apr 1, 2025 at 8:56 AM Eco House <sales@ecohousecayman.com> wrote:

Good morning Sir,

Email from Belinda Gordon.

Kind regards,
Kath

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A.L. Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

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

From: **Island Gem 345** <345pearl@gmail.com>

Date: Mon, Mar 31, 2025 at 8:37 AM

Subject: Re: Invoice-2902 from Eco House Ltd

To: Eco House Sales Team <sales@ecohousecayman.com>, <msg.cb970644ee4c40f8a8133762c92471ec@mail.nextminute.com>

Good morning,

I wanted to inform you that I have received the service invoice, and payment will be completed on or before April 17th, 2025.

I would also like to mention that the master bedroom continues to experience warmth at certain times. Could you please confirm whether your technician has made the adjustments previously discussed with Mr. Alex to resolve this issue?



BP <345pearl@gmail.com>

Invoice-2929 from Eco House Ltd

1 message

Eco House Sales Team <sales@ecohousecayman.com>

Tue, Apr 8, 2025 at 3:38 PM

Reply-To: Eco House Sales Team <sales@ecohousecayman.com>, msg.c7627b2c74d843f9a95a80a103980deb@mail.nextminute.com

To: Belinda Gordon <345pearl@gmail.com>

Dear ,

Please find the attached copy of our invoice for the amount of **\$270.00**, due on **23 Apr 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse**Advanced Climate Control & Filtration**

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com **INV-2929.pdf**
143K



BP <345pearl@gmail.com>

Re: AC Unit not cooling

1 message

BP <345pearl@gmail.com>

Wed, Apr 16, 2025 at 8:00 AM

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Eco House Sales Team <Sales@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Dear Alex,

I hope this message finds you well.

I wanted to follow up on the email below.

Thank you for sending a technician to address the issue with the air conditioning unit. The AC is operational again, and the technician advised me to monitor its cooling performance for a few days to assess whether the house is cooling better.

However, since the visit, the AC has still not been effective in cooling the house.

I am genuinely concerned that if this issue is not resolved soon, it will affect my upcoming utility bill, as I have been forced to set the thermostat very low to try and maintain a comfortable temperature in my home.

Given these circumstances, I kindly request that this matter be resolved at your earliest convenience.

Thank you in advance for your assistance in this matter.

Best regards,
B. Powell

On Sun, Apr 13, 2025, 1:58 PM BP <345pearl@gmail.com> wrote:

Good afternoon Alex,

Following up on my earlier email concerning the air conditioning temperature in my residence, I must report that the issue continues.

The house is warmer than it should be, and cooling is ineffective.

Today, the temperature is presently 75 degrees, which is unprecedented.

Even after setting the thermostat to 70 degrees, the heat appears to be increasing rather than decreasing.

I'm uncertain about what might have gone wrong since the last service and the installation of the drapes, but the cooling unit is not performing as expected.

Could you please provide guidance on how this situation will be addressed?

It has become quite inconvenient for my family and me. I am apprehensive about how this may influence my CUC bill at this pace.

Best regards,
B. Powell

On Tue, Apr 1, 2025, 2:00 PM BP <345pearl@gmail.com> wrote:

Good afternoon Alex,

Thank you for your swift response and for your help in resolving our issue.

Moreover, I would like to highlight that the other areas of the house are not cooling as efficiently as they used to prior to the service.

Consequently, I need to set the cooling to a significantly lower temperature in order to create a comfortable environment. 🙄

S2026-0002**Page 45 of 63****2026-01-07**

Best regards,
B. Powell

On Tue, Apr 1, 2025, 1:11 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Miss Powell,

I'll schedule a technician to come by next week to install some dampers to help redirect more air from the kitchen/dinning area to your bedroom. We will email you our ability shortly.

Alex Dilbert
Manager/Director

On Tue, Apr 1, 2025 at 8:56 AM Eco House <sales@ecohousecayman.com> wrote:

Good morning Sir,

Email from Belinda Gordon.

Kind regards,
Kath

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com



69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

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

From: **Island Gem 345** <345pearl@gmail.com>

Date: Mon, Mar 31, 2025 at 8:37 AM

Subject: Re: Invoice-2902 from Eco House Ltd

To: Eco House Sales Team <sales@ecohousecayman.com>, <msg.cb970644ee4c40f8a8133762c92471ec@mail.nextminute.com>

Good morning,

I wanted to inform you that I have received the service invoice, and payment will be completed on or before April 17th, 2025.

I would also like to mention that the master bedroom continues to experience warmth at certain times. Could you please confirm whether your technician has made the adjustments previously discussed with Mr. Alex to resolve this issue?

If not, I would appreciate it if arrangements could be made for someone to come out and make the necessary adjustments.

Currently, I am required to set the AC to a high level to cool my room, while other areas remain quite cold. I am concerned that this practice is adversely affecting my overall CUC expenses.

S2026-0002**2026-01-07**

Phone: +1 345 326 4663

Web: www.ecohousecayman.com

69 Webb Road (Off A L Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

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

From: **Island Gem 345** <345pearl@gmail.com>

Date: Mon, Mar 31, 2025 at 8:37 AM

Subject: Re: Invoice-2902 from Eco House Ltd

To: Eco House Sales Team <sales@ecohousecayman.com>, <msg.cb970644ee4c40f8a8133762c92471ec@mail.nextminute.com>

Good morning,

I wanted to inform you that I have received the service invoice, and payment will be completed on or before April 17th, 2025.

I would also like to mention that the master bedroom continues to experience warmth at certain times. Could you please confirm whether your technician has made the adjustments previously discussed with Mr. Alex to resolve this issue?

If not, I would appreciate it if arrangements could be made for someone to come out and make the necessary adjustments.

Currently, I am required to set the AC to a high level to cool my room, while other areas remain quite cold. I am concerned that this practice is adversely affecting my overall CUC expenses.

Thank you for your assistance with this matter.

Best regards,
B. Powell

On Thu, Mar 27, 2025, 11:58 AM Eco House Sales Team <sales@ecohousecayman.com> wrote:

Dear ,

Please find the attached copy of our invoice for the amount of **\$129.00**, due on **09 Apr 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse**Advanced Climate Control & Filtration**

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com



BP <345pearl@gmail.com>

AC Unit not cooling

1 message

BP <345pearl@gmail.com>

Sun, Apr 13, 2025 at 1:58 PM

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Eco House Sales Team <Sales@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Good afternoon Alex,

Following up on my earlier email concerning the air conditioning temperature in my residence, I must report that the issue continues.

The house is warmer than it should be, and cooling is ineffective.

Today, the temperature is presently 75 degrees, which is unprecedented.

Even after setting the thermostat to 70 degrees, the heat appears to be increasing rather than decreasing.

I'm uncertain about what might have gone wrong since the last service and the installation of the drapes, but the cooling unit is not performing as expected.

Could you please provide guidance on how this situation will be addressed?

It has become quite inconvenient for my family and me. I am apprehensive about how this may influence my CUC bill at this pace.

Best regards,

B. Powell

On Tue, Apr 1, 2025, 2:00 PM BP <345pearl@gmail.com> wrote:

Good afternoon Alex,

Thank you for your swift response and for your help in resolving our issue.

Moreover, I would like to highlight that the other areas of the house are not cooling as efficiently as they used to prior to the service.

Consequently, I need to set the cooling to a significantly lower temperature in order to create a comfortable environment. 🙄

Best regards,

B. Powell

On Tue, Apr 1, 2025, 1:11 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Miss Powell,

I'll schedule a technician to come by next week to install some dampers to help redirect more air from the kitchen/dinning area to your bedroom. We will email you our ability shortly.

Alex Dilbert
Manager/Director

On Tue, Apr 1, 2025 at 8:56 AM Eco House <sales@ecohousecayman.com> wrote:

Good morning Sir,

Email from Belinda Gordon.

Kind regards,
Kath

EcoHouse

Advanced Climate Control & Filtration

S2026-0002

2026-01-07

P.O. Box 10937
Cayman Islands
KY1-1007

Phone
+1 (345) 326 - 4663
None



INVOICE

To: Belinda Gordon
15 Cherry Tree Dr.
Bodden Town
Cayman Islands

Invoice Number
INV-2929
Reference
JOB-3617

Invoice Date
08 Apr 2025
Due Date
23 Apr 2025

Details

Name/Description	Qty	Units	Unit Price	Amount
Small Project Installation date: April 3, 2025 Location: 15 Cherry Tree Dr. Bodden Town To rectify the air flow issue Technicians service: - Installed 11 pcs damper Technician: Sonny	1.00	hrs.	200.00	\$200.00
Materials Damper	1.00	set	70.00	\$70.00
Section Total				\$270.00
Subtotal				\$270.00
Total None 0.00%				\$0.00
Total KYD				\$270.00

Due Date: Wednesday, April 23, 2025

Thank you for choosing Eco House!

CNB KYD checking account #011-14167

Please make sure to put the invoice/estimate number in the description. All prices are in KYD, if paying in USD please use 0.80 exchange rate.

USD 021-07144

PAYMENT ADVICE

TO: Eco House Ltd
P.O. Box 10937
Cayman Islands
KY1-1007

Customer: Belinda Gordon
Invoice Number: INV-2929
Amount Due: \$270.00
Due Date: Wednesday, April 23, 2025
Amount Enclosed:

On Tue, Apr 1, 2025 at 8:56 AM Eco House <sales@ecohousecayman.com> wrote:

Good morning Sir,

Email from Belinda Gordon.

Kind regards,
Kath

EcoHouse

Advanced Climate Control & Filtration

Phone: +1 345 326 4663

Web: www.ecohousecayman.com



69 Webb Road (Off A.L. Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

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

From: **Island Gem 345** <345pearl@gmail.com>

Date: Mon, Mar 31, 2025 at 8:37 AM

Subject: Re: Invoice-2902 from Eco House Ltd

To: Eco House Sales Team <sales@ecohousecayman.com>, <msg.cb970644ee4c40f8a8133762c92471ec@mail.nextminute.com>

Good morning,

I wanted to inform you that I have received the service invoice, and payment will be completed on or before April 17th, 2025.

I would also like to mention that the master bedroom continues to experience warmth at certain times. Could you please confirm whether your technician has made the adjustments previously discussed with Mr. Alex to resolve this issue?

If not, I would appreciate it if arrangements could be made for someone to come out and make the necessary adjustments.

Currently, I am required to set the AC to a high level to cool my room, while other areas remain quite cold. I am concerned that this practice is adversely affecting my overall CUC expenses.

Thank you for your assistance with this matter.

Best regards,
B. Powell

On Thu, Mar 27, 2025, 11:58 AM Eco House Sales Team <sales@ecohousecayman.com> wrote:

Dear ,

Please find the attached copy of our invoice for the amount of **\$129.00**, due on **09 Apr 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse

Advanced Climate Control & Filtration

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com

**Re: AC Unit not cooling**

1 message

BP <345pearl@gmail.com>

Wed, Apr 16, 2025 at 8:00 AM

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Eco House Sales Team <Sales@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Dear Alex,

I hope this message finds you well.

I wanted to follow up on the email below.

Thank you for sending a technician to address the issue with the air conditioning unit. The AC is operational again, and the technician advised me to monitor its cooling performance for a few days to assess whether the house is cooling better.

However, since the visit, the AC has still not been effective in cooling the house.

I am genuinely concerned that if this issue is not resolved soon, it will affect my upcoming utility bill, as I have been forced to set the thermostat very low to try and maintain a comfortable temperature in my home.

Given these circumstances, I kindly request that this matter be resolved at your earliest convenience.

Thank you in advance for your assistance in this matter.

Best regards,
B. Powell

On Sun, Apr 13, 2025, 1:58 PM BP <345pearl@gmail.com> wrote:

Good afternoon Alex,

Following up on my earlier email concerning the air conditioning temperature in my residence, I must report that the issue continues. The house is warmer than it should be, and cooling is ineffective.

Today, the temperature is presently 75 degrees, which is unprecedented.

Even after setting the thermostat to 70 degrees, the heat appears to be increasing rather than decreasing.

I'm uncertain about what might have gone wrong since the last service and the installation of the drapes, but the cooling unit is not performing as expected.

Could you please provide guidance on how this situation will be addressed?

It has become quite inconvenient for my family and me. I am apprehensive about how this may influence my CUC bill at this pace.

Best regards,
B. Powell

On Tue, Apr 1, 2025, 2:00 PM BP <345pearl@gmail.com> wrote:

Good afternoon Alex,

Thank you for your swift response and for your help in resolving our issue.

Moreover, I would like to highlight that the other areas of the house are not cooling as efficiently as they used to prior to the service.

Consequently, I need to set the cooling to a significantly lower temperature in order to create a comfortable environment. 😞

Best regards,
B. Powell

On Tue, Apr 1, 2025, 1:11 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Miss Powell,

I'll schedule a technician to come by next week to install some dampers to help redirect more air from the kitchen/dinning area to your bedroom. We will email you our ability shortly.

Alex Dilbert
Manager/Director



BP <345pearl@gmail.com>

Update on AC Unit Issue

1 message

BP <345pearl@gmail.com>

Fri, Apr 18, 2025 at 2:39 PM

To: "Alex Dilbert (72 Avenue)" <Alex@ecohousecayman.com>, Eco House Sales Team <sales@ecohousecayman.com>

Dear Miss Alex,

I am writing to provide an update regarding the ongoing issue with my air conditioning unit, which has yet to be resolved. Despite having set the thermostat to 69 degree at night to try and cool my home, the unit remains at a persistent 76 degrees. In addition this is happening day and night. I have attached a screen shot of today issue for your viewing.

I must express my significant concern, particularly given the fact that the unit is relatively new. Since your technicians visited my home to service the unit, it has failed to perform as expected.

Even after three visits from your team, with the last one being yesterday, the cooling problem continues to exist, and I am still experiencing discomfort.

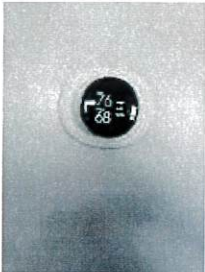
It is a holiday today, and I am at home, but the excessive heat prevents me from staying inside. This is genuinely frustrating, especially since this is a newly acquired unit.

I understand that you are currently on vacation and will not return until early May.

I kindly ask that upon your return, this matter be treated as a priority. It feels unfair to have a new installation be plagued by such issues, and I am left apprehensive about when the unit will function as intended.

I look forward to your prompt response and a resolution to this ongoing problem.

Sincerely,
B. Powell



20250418_143620.jpg
3150K



BP <345pearl@gmail.com>

Re: Update on AC Unit Issue

1 message

BP <345pearl@gmail.com>

Fri, Apr 18, 2025 at 6:19 PM

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Eco House Sales Team <sales@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Dear Alex,

I appreciate your recent email; however, I must respectfully disagree with the suggestion regarding the mini unit.

Up until the servicing of my unit, I have not reported any issues with the unit.

Our thermostat settings have consistently been set to 70 degrees, occasionally dropping to as low as 67 degrees when we arrive home. During our absence, the unit is programmed to maintain a temperature range of 78 to 80 degrees.

Unfortunately, the cooling function of the unit has been ineffective, even when we attempt to lower the temperature settings. Instead of cooling, the house seems to be getting warmer.

Additionally, the technician that attended the house yesterday and the day before stated that a ice buildup, attributing it to the dampers that were installed. He stated that he add coolant as well.

It appears that several issues have arisen with this unit unexpectedly.

I am currently unable to stay at home today due to the temperature being 78 degrees. I have attempted to lower it to 70, but it is not cooling down as expected.

I kindly request that the unit issue be resolved as previously requested, as these concerns were not present before.

Best Regards,
B. Powell

On Fri, Apr 18, 2025, 5:51 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Miss Powell,

The average indoor temperature for a house typically ranges from 75°F to 78°F, which is about a 20°F difference from the outdoor temperature. You are trying to lower your indoor temperature to 68°F and 70°F, which puts excessive strain on your AC equipment. Your current AC unit is not designed to efficiently maintain such low temperatures, as this is considered abnormally cold.

To help your AC unit reach your desired temperatures without overworking it, I recommend considering the installation of a mini-split system in one of the bedrooms. This would help alleviate the load on your central AC unit. If you're interested, we can provide you with a quote.

Alex Dilbert
Manager/Director

On Fri, Apr 18, 2025 at 9:40 AM BP <345pearl@gmail.com> wrote:

Dear Miss Alex,

I am writing to provide an update regarding the ongoing issue with my air conditioning unit, which has yet to be resolved. Despite having set the thermostat to 69 degree at night to try and cool my home, the unit remains at a persistent 76 degrees. In addition this is happening day and night.

I have attached a screen shot of today issue for your viewing.

I must express my significant concern, particularly given the fact that the unit is relatively new. Since your technicians visited my home to service the unit, it has failed to perform as expected. Even after three visits from your team, with the last one being yesterday, the cooling problem continues to exist, and I am still experiencing discomfort.

It is a holiday today, and I am at home, but the excessive heat prevents me from staying inside. This is genuinely frustrating, especially since this is a newly acquired unit.

I understand that you are currently on vacation and will not return until early May.

I kindly ask that upon your return, this matter be treated as a priority. It feels unfair to have a new installation be plagued by such issues, and I am left apprehensive about when the unit will function as intended.

I look forward to your prompt response and a resolution to this ongoing problem.

Sincerely,



BP <345pearl@gmail.com>

Invoice-2957 from Eco House Ltd

1 message

Eco House Sales Team <sales@ecohousecayman.com>

Fri, Apr 25, 2025 at 10:12 AM

Reply-To: Eco House Sales Team <sales@ecohousecayman.com>, msg.199274b7f3b4430c8541beebdcf5d4ef@mail.nextminute.com

To: Belinda Gordon <345pearl@gmail.com>

Dear ,

Please find the attached copy of our invoice for the amount of **\$150.00**, due on **10 May 2025**.

If you have any queries please don't hesitate to contact me.

We appreciate your business

EcoHouse**Advanced Climate Control & Filtration**

Phone: Office (345) 326-4663

Web: www.ecohousecayman.com**INV-2957.pdf**

144K



BP <345pearl@gmail.com>

Re: Statment Balance

1 message

BP <345pearl@gmail.com>

Thu, May 22, 2025 at 2:25 PM

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Accounts Department <accounts@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Thank you for your email, Alex.

I would like to point out that the unit is new, and I find it unusual that after just three months, it is experiencing the issue you identified. If this is the case, why was a different unit recommended from the start?

Additionally, the unit was functioning properly prior to the servicing, as I mentioned in our telephone conversation.

While I accept the serving fee of \$150, I cannot agree to settle the rest of the costs detailed in your total invoice.

Do let me how you would like to proceed with this matter.

Best regards,
B. Powell

On Thu, May 22, 2025, 2:17 PM Alex Dilbert <alex@ecohousecayman.com> wrote:

Dear Miss Powell,

I hope this message finds you well. In my previous email, I noted that the main reason your AC unit has been failing is due to excessive runtime caused by setting the temperature too low. The average comfortable temperature for a home is between 75°F and 78°F, which is the range for which your system was designed. Setting it to 68°F or 70°F places undue stress on the unit.

During each visit to your home for cooling issues, we found that the problems stemmed from either water accumulating in your emergency drain pan due to the air handler sweating from the extreme temperatures or after we installed the manual dampers the coil freezing up. Either scenario was not caused by our men's work, but by your strain on the equipment, which we should not bear the blame or cost. Thus the reason why we charge you for each visit.

To address these concerns, I recommend installing a mini-split system in your master bedroom. This addition will help reduce the load on your current central system and improve overall efficiency.

Best regards,

Alex Dilbert
Manager/Director

Dear Diana,

I hope this message finds you well.

Thank you for your email and the clarification you provided.

I must express my disagreement with the information you shared regarding the reasons for visiting my home to address my air conditioning unit issues.

On April 18, 2025, I reached out to Mr. Alex via email to voice my concerns about the unit and the repeated visits from your colleagues to resolve the problem of no ac in the property.

There was never any discussion about tampering with the unit, as clarified in my email and the phone conversation I had with Mr. Alex.

During my call with Mr. Alex on April 18 at 8:36 PM, which he recorded as noted by his phone, I reiterated my concerns and dissatisfaction with the service, especially since I had no air conditioning that night.

All issues attended at your property were not related to installation, rather to tampering to the temperature settings.

Thanks
Diana

Accounts Team

EcoHouse

Advanced Climate Control & Filtration

Phone: Officer (345) 326-4663 / After hours (345) 924 - 9956

Web: www.ecohousecayman.com



69 Webb Road (off A.L. Thompson Roundabout)
PO Box 10937
Grand Cayman KY1-1007
CAYMAN ISLANDS

On Thu, May 22, 2025 at 1:11 PM BP <345pearl@gmail.com> wrote:

Good day,

Email and invoice received.

I am reaching out to seek clarification regarding the total outstanding balance. According to the statement, the amount is \$549.00 KYD, which perplexes me, as I had previously received an invoice suggesting our balance was \$150.00 KYD.

My understanding was that various tasks were completed by your team at my property, specifically concerning the AC unit, since the slip fittings were installed. Based on this, I believe that the additional amounts in the other invoices should not be applicable.

Could you please clarify the situation surrounding this invoice and advise on how we can move forward to resolve this issue?

Thank you for your attention to this matter.

Kind Regards



On Wed, May 21, 2025 at 2:45 PM Accounts Department <accounts@ecohousecayman.com> wrote:

**Re: Statment Balance**

1 message

Alex Dilbert <alex@ecohousecayman.com>

Thu, May 22, 2025 at 2:17 PM

To: BP <345pearl@gmail.com>

Cc: Accounts Department <accounts@ecohousecayman.com>, My ❤️ CP <powellchavar96@gmail.com>

Dear Miss Powell,

I hope this message finds you well. In my previous email, I noted that the main reason your AC unit has been failing is due to excessive runtime caused by setting the temperature too low. The average comfortable temperature for a home is between 75°F and 78°F, which is the range for which your system was designed. Setting it to 68°F or 70°F places undue stress on the unit.

During each visit to your home for cooling issues, we found that the problems stemmed from either water accumulating in your emergency drain pan due to the air handler sweating from the extreme temperatures or after we installed the manual dampers the coil freezing up. Either scenario was not caused by our men's work, but by your strain on the equipment, which we should not bear the blame or cost. Thus the reason why we charge you for each visit.

To address these concerns, I recommend installing a mini-split system in your master bedroom. This addition will help reduce the load on your current central system and improve overall efficiency.

Best regards,

Alex Dilbert
Manager/Director

Dear Diana,

I hope this message finds you well.

Thank you for your email and the clarification you provided.

I must express my disagreement with the information you shared regarding the reasons for visiting my home to address my air conditioning unit issues.

On April 18, 2025, I reached out to Mr. Alex via email to voice my concerns about the unit and the repeated visits from your colleagues to resolve the problem of no ac in the property.

There was never any discussion about tampering with the unit, as clarified in my email and the phone conversation I had with Mr. Alex.

During my call with Mr. Alex on April 18 at 8:36 PM, which he recorded as noted by his phone, I reiterated my concerns and dissatisfaction with the service, especially since I had no air conditioning that night.

I find it troubling that your company would expect me to pay for mistakes made by your workers while servicing and installing the splitters of my new unit.

I kindly ask that this situation be reviewed and a solution be provided moving forward, as I do not agree to pay for unresolved matters that were not caused by my family or me.

Thank you for your assistance.

Best regards,
B. Powell

On Thu, May 22, 2025 at 1:33 PM Accounts Department <accounts@ecohousecayman.com> wrote:

Hello Mrs Powell,

There are individual invoices for each visit and a statement which shows total balance.

S2026-0002

Page 58 of 63



BP <345pearl@gmail.com>

Re: Urgent: AC Unit Issue - 15 Peppertree Drive

1 message

Alex Dilbert <alex@ecohousecayman.com>

Sat, Aug 30, 2025 at 10:55 AM

To: BP <345pearl@gmail.com>

Cc: Eco House Sales Team <Sales@ecohousecayman.com>, My 🍷 CP <powellchavar96@gmail.com>

Hi Miss Powell,

I believe we had a multiple discussion earlier this year about how cold you where setting your AC and also how I recommend for you to install a minisplit in your master bedroom to accommodate the extra cooling temperature you like your house at. Secondly, there are some outstanding bills that are still owed to us. Thirdly you did not preform your quarterly maintenance with us which does not hold up your warranty.

Alex Dilbert
Manager/Director

On Sat, Aug 30, 2025 at 8:26 AM BP <345pearl@gmail.com> wrote:

Good morning Alex ,

I hope this message finds you well.

I am reaching out to bring to your attention a issue with my fairly new air conditioning unit once again, which was installed by your team in late January this year.

Over the past couple of weeks, I have noticed that the unit has begun to leak water, causing damage to my kitchen ceiling that will require repairs.

Upon inspection by my husband, we discovered that the AC unit box in the ceiling is compromised, appearing excessively wet, and the tape used on the box was not applied correctly, leading to this problem.

Currently, we have had to place a large basin beneath the box to prevent further damage to our ceiling.

Given the circumstances, I would appreciate your advice on how we can effectively resolve this situation.

I look forward to your prompt response regarding a convenient time and date for your team to visit the property.

Best regards,
B. Powell

S2026-0002

2026-01-07

S2026-0002

Page 59 of 63



BP <345pearl@gmail.com>

Re: Urgent: AC Unit Issue - 15 Peppertree Drive

1 message

BP <345pearl@gmail.com>

Sat, Aug 30, 2025 at 11:03 AM

To: Alex Dilbert <alex@ecohousecayman.com>

Cc: Eco House Sales Team <Sales@ecohousecayman.com>, My ❤️ CP <powellchavar96@gmail.com>

Dear Mr. Alex,

I am writing to seek clarification regarding your previous email, as I find myself quite perplexed by its contents. I will address each of your points in the order presented in your message.

Firstly, concerning your recommendation of a split unit, I am surprised that you would suggest this after providing a quotation for the installation at the property, fully aware that the air conditioning system would be insufficient for the designated space.

Secondly, with respect to the outstanding bills, there is a particular charge that I dispute, which you insist I pay. I have previously communicated my reasons for not being responsible for this bill. Nevertheless, I have settled the balance concerning the servicing fee that was due.

Thirdly, regarding the maintenance of the AC unit, I would like to highlight that there was no communication from your company to arrange the necessary servicing. I was unaware that this service was due to be performed, as your company had not provided that information. Additionally, I was not aware of any breach of warranty regarding the unit.

Could you please advise on how we should proceed with this matter going forward?

Best regards,
B. Powell

On Sat, Aug 30, 2025, 10:55 AM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Miss Powell,

I believe we had a multiple discussion earlier this year about how cold you were setting your AC and also how I recommend for you to install a minisplit in your master bedroom to accommodate the extra cooling temperature you like your house at. Secondly, there are some outstanding bills that are still owed to us. Thirdly you did not preform your quarterly maintenance with us which does not hold up your warranty.

Alex Dilbert
Manager/Director

On Sat, Aug 30, 2025 at 8:26 AM BP <345pearl@gmail.com> wrote:

Good morning Alex ,

I hope this message finds you well.

I am reaching out to bring to your attention a issue with my fairly new air conditioning unit once again, which was installed by your team in late January this year.

Over the past couple of weeks, I have noticed that the unit has begun to leak water, causing damage to my kitchen ceiling that will require repairs.

Upon inspection by my husband, we discovered that the AC unit box in the ceiling is compromised, appearing excessively wet, and the tape used on the box was not applied correctly, leading to this problem.

Currently, we have had to place a large basin beneath the box to prevent further damage to our ceiling.

Given the circumstances, I would appreciate your advice on how we can effectively resolve this situation.

I look forward to your prompt response regarding a convenient time and date for your team to visit the property.

Best regards,
B. Powell

S2026-0002

2026-01-07

I hope this message finds you well.

I am reaching out to bring to your attention a issue with my fairly new air conditioning unit once again, which was installed by your team in late January this year.

Over the past couple of weeks, I have noticed that the unit has begun to leak water, causing damage to my kitchen ceiling that will require repairs.

Upon inspection by my husband, we discovered that the AC unit box in the ceiling is compromised, appearing excessively wet, and the tape used on the box was not applied correctly, leading to this problem.

Currently, we have had to place a large basin beneath the box to prevent further damage to our ceiling.

Given the circumstances, I would appreciate your advice on how we can effectively resolve this situation.

I look forward to your prompt response regarding a convenient time and date for your team to visit the property.

Best regards,
B. Powell

**Re: Urgent: AC Unit Issue - 15 Peppertree Drive**

1 message

Alex Dilbert <alex@ecohousecayman.com>

Sat, Aug 30, 2025 at 6:08 PM

To: BP <345pearl@gmail.com>

Miss Powell,

As we have discussed in our previous emails, I want to reiterate the key points one final time. The central AC system was installed to function optimally at around 75 to 78 degrees Fahrenheit as this is the average homeowners set temperature. As mentioned multiple times, setting the temperature lower has caused condensation issues, and I recommended adding a mini-split unit to handle the colder setting you prefer which was 69-70°F

Since those suggestions were not taken and we've had to address the same issue multiple times, I need to emphasize that ongoing damage is not our responsibility, especially given that there are also outstanding invoices that remain unpaid.

I have now shifted my business entirely to spray foam insulation and no longer handle AC servicing/repairs. Therefore, I recommend that you contact another local HVAC professional for further assistance.

Thank you for your understanding. I hope this final clarification helps resolve any confusion.

Best,
Alex Dilbert
Manager/Director
Dear Mr. Alex,

I am writing to seek clarification regarding your previous email, as I find myself quite perplexed by its contents. I will address each of your points in the order presented in your message.

Firstly, concerning your recommendation of a split unit, I am surprised that you would suggest this after providing a quotation for the installation at the property, fully aware that the air conditioning system would be insufficient for the designated space.

Secondly, with respect to the outstanding bills, there is a particular charge that I dispute, which you insist I pay. I have previously communicated my reasons for not being responsible for this bill. Nevertheless, i have settled the balance concerning the servicing fee that was due.

Thirdly, regarding the maintenance of the AC unit, I would like to highlight that there was no communication from your company to arrange the necessary servicing. I was unaware that this service was due to be performed, as your company had not provided that information.

Additionally, I was not aware of any breach of warranty regarding the unit.

Could you please advise on how we should proceed with this matter going forward?

Best regards,
B. Powell

On Sat, Aug 30, 2025, 10:55 AM Alex Dilbert <alex@ecohousecayman.com> wrote:

Hi Miss Powell,

I believe we had a multiple discussion earlier this year about how cold you where setting your AC and also how I recommend for you to install a minisplit in your master bedroom to accommodate the extra cooling temperature you like your house at. Secondly, there are some outstanding bills that are still owed to us. Thirdly you did not preform your quarterly maintenance with us which does not hold up your warranty.

Alex Dilbert
Manager/Director

On Sat, Aug 30, 2025 at 8:26 AM BP <345pearl@gmail.com> wrote:

Good morning Alex ,

Flooding
of floor
area.
2026-01-07



note
change
to
ceiling -
2026-01-07

