



Josefina Canil <josefina@3xfreedom.com>

Fwd: [Plunge Support] Re: Call with Kasim Aslam

11 messages

Kasim Aslam <kasim@sol8.com>
To: Josefina Canil <josefina@3xfreedom.com>

Thu, May 23, 2024 at 2:31 PM

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

From: **Kasim Aslam** <kasim@sol8.com>
Date: Tue, Nov 21, 2023 at 10:05 PM
Subject: Re: [Plunge Support] Re: Call with Kasim Aslam
To: Plunge Support <support@thecoldplunge.com>

Hi Kevin,

I just got the order confirmation. It's for the chiller and inkbird. I don't think it's the inkbird that's broken, it's the power strip.

Can you confirm that's included in what's being sent?

On Tue, Nov 21, 2023 at 5:26 PM Plunge Support <support@thecoldplunge.com> wrote:

Yes the warranty covers parts and repairs. I can send your ticket over to my managers if you would like better assistance with your issues as I'm just a troubleshooter. Would you like me to order your chiller replacement or would you like to speak with someone first?

On November 22, 2023 at 12:17:16 AM UTC, kasim@sol8.com wrote:

I bought the plunge last year so I'm obviously out of the 30 day window. However, it's been breaking down every other month since I got it. Y'all marketed it with a full year warranty. Where is that now? I think I got an extended warranty too because I bought during last Friday.

Why doesn't the annual warranty cover this?

Honest opinion: if you had an \$8k appliance that broke down every 45 days how would you want the company to respond?

On Tue, Nov 21, 2023 at 4:51 PM Plunge Support <support@thecoldplunge.com> wrote:

I can send you out a chiller replacement, We offer a 30-day return policy if you are dissatisfied for any reason. To initiate a return and receive a refund, please ensure the following steps are followed:

- Contact **customer service** so they can coordinate with Omni Logistics to pick up the Plunge.
- Drain your plunge. [CLICK HERE](#) for directions.
- Take pictures of the unit in the event something happens in transit.

Please note: The customer will be responsible for covering the shipping costs for the return along with a 15% restocking fee.

For any further assistance or inquiries regarding the return process, don't hesitate to reach out to our support team. We are here to help!

On November 21, 2023 at 10:57:18 PM UTC, kasim@sol8.com wrote:

The chiller just flipped the breaker. It's on a dedicated 20 amp circuit.

I'm assuming that means calibration isn't the issue.

With all due respect:

I've been super patient. This is beyond the "troubleshooting" phase.

Either I've got a lemon or y'all's products are horrible.

I'm eager to assume the former.

Can you please send me a new Plunge that doesn't break down every 60 days?

Or honor your warranty and refund my money?



Kasim

On Tue, Nov 21, 2023 at 3:36 PM Plunge Support <support@thecoldplunge.com> wrote:

Ok I think the calibration only does 5 degrees so when calibrating the chiller select the lowest temperature and see where that brings you.

On November 21, 2023 at 10:31:21 PM UTC, kasim@sol8.com wrote:

Looks like it's already spot on. See attached.

On Tue, Nov 21, 2023 at 1:28 PM Plunge Support <support@thecoldplunge.com> wrote:

If you have an external thermometer we can calibrate the chiller to get as close as you can to the actual water temp.

On November 21, 2023 at 8:17:18 PM UTC, kasim@sol8.com wrote:

Currently at 46 and cooling

On Tue, Nov 21, 2023 at 12:17 PM Plunge Support <support@thecoldplunge.com> wrote:

Ok this could be more of an issue with the chiller other than the Inkbird and I will need to know what the present temperature is on the water chiller since you have it plugged into a separate outlet. There are no notes on what the present temperature is for the chiller.

On November 21, 2023 at 7:05:21 PM UTC, kasim@sol8.com wrote:

The chiller is set to 39. Again, because it wasn't on the temp was higher but is now dropping.

Yes, jets are flowing. Filter is working, etc. It's just the chiller.

It's the same exact thing that's happened the other 7 times.

If you'll please go back and review my previous tickets you'll find a litany of supporting documentation including photos and videos.

On Tue, Nov 21, 2023 at 11:55 AM Plunge Support <support@thecoldplunge.com> wrote:

Ok what is the present and set temperature on the water chiller? Do you have water flowing from the jets?

On November 21, 2023 at 6:47:34 PM UTC, kasim@sol8.com wrote:

The set value is 42 degrees F

Present value started at 78 or so this AM and has been dropping since I plugged the chiller into a separate outlet.

On Tue, Nov 21, 2023 at 11:24 AM Plunge Support <support@thecoldplunge.com> wrote:

Hi Kasim, this is Kevin with plunge support. Can you tell me what the present and set value is on the Inkbird?

On November 21, 2023 at 5:59:24 PM UTC, kasim@sol8.com wrote:

Hi Kathleen,

Photos attached.

The plunge powers on fine. The chiller does not when plugged into the plunge power strip. It powers on fine if I plug it in separately.

Thanks,

Kasim

On Tue, Nov 21, 2023 at 10:52 AM Plunge Support <support@thecoldplunge.com> wrote:

Hi Kasim,

My name is Kathleen with the plunge Triage.

We apologize if you are encountering issues with your Plunge. Let's find out what's going on so we can get you plunging again. We are gonna need a photo of the component side of your plunge, the inside of your electrical box, and a close up of the power strip inside your electrical box.

Help us understand a little more about what you are experiencing by responding with the corresponding number.

- 1. My plunge has no power.
- 2. My power keeps shutting off. HELP!

As soon as we have these photos and have a better idea of what's going on, we'll be able to plunge into finding a solution.

On 2023 M11 21 17:17:21 UTC, kasim@sol8.com wrote:

Hello Plunge People -

My plunge is broken again. The chiller doesn't power on when plugged into the Plunge power strip. It works when I plug it into the wall directly.

This will be the 7th (seventh) time someone has come out to fix my plunge. I'm sure you'll agree that we've gone past the point of absurdity.

Please do not send another power strip or inkbird. That's obviously not the root of the issue.

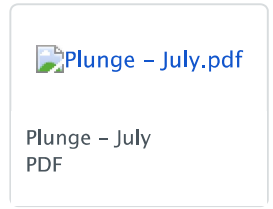
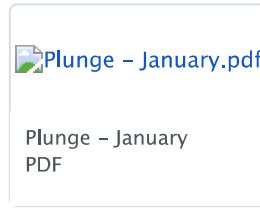
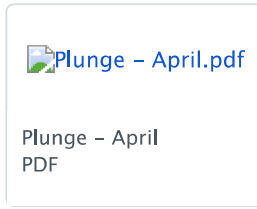
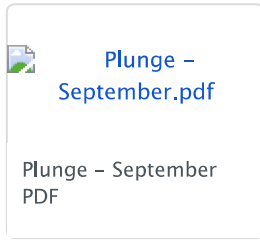
I would appreciate a more permanent solutions and remedy.

Thank you,

Kasim

Subject	Date	Issue	Case
Re: Plunge Repair	1/26/2023	Power Strip	15578
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	4/4/2023	Breaker	
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	7/9/2023	Power Strip	29217
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	7/21/2023	Flow	30692
[Plunge Support] Re: The chiller won't work when plugged into the power strip	9/3/2023	Power Strip	4826
[Plunge Support] Re: Plunge Repair - Power Strip Replacement	09/13/2023	Power Strip	2581

Re: Plunge Repair - Inkbird/Power Strip Replacement 09/13/2023 Power Strip 36516



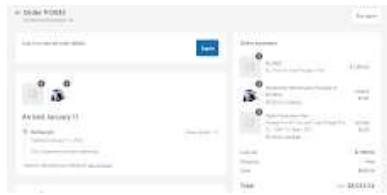
[Y7LZ47-6LN7P]
[Y7LZ47-6LN7P]
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[Y7LZ47-6LN7P]
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Josefina Canil <josefina@3xfreedom.com>
To: support@thecoldplunge.com

Thu, May 23, 2024 at 2:45 PM

Hello, I hope this email finds you well. I bought a cold plunge a year ago and it just broke again. I dropped a previous ticket showing how it's broken I think 9 times in 12 months. I'm not interested in yet another fix. I obviously have a lemon and would either like a replacement or refund please. You'll find in this email the last ticket issued, but there are many more over the course of the last 12 months. I'll attach the order number and date of the purchase.

I'll kindly await for your answer, thanks!
[Quoted text hidden]



Captura de pantalla 2024-05-23 144107.png
61K

Customer Support 2 <support@thecoldplunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Thu, May 23, 2024 at 2:45 PM

Hi Josefina,

Thank you for contacting PLUNGE Customer Success!

Check out our [Help Center](#) to find the answer to your question, or solve the issue you are facing on your own.

We have received your email, please allow one business day for us to review your information and get back to you.

Sincerely,
PLUNGE Customer Success

Plunge Support <support@plunge.com>
Reply-To: Plunge Support <support@plunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Fri, May 24, 2024 at 1:39 PM

Kasim,

This is Josh from Plunge

I see the last time you reported an issue with your unit was last November. Please correct me if I'm wrong. What seems to be the issue this time?

[6Nvv1E-NYE6V]

Josefina Canil <josefina@3xfreedom.com>
To: Plunge Support <support@plunge.com>

Fri, May 24, 2024 at 2:16 PM

It's the same issue I've had every single time. I'm fatigued at having this conversation the same way every time and no longer interested in the fool's errand of trying to help you understand why your product is flawed. Especially given that this problem started literally right away and has persisted ever since. Here you will find a timeline of all the times it was broken down, without including the November ticket

Thanks
[Quoted text hidden]
[Quoted text hidden]

Plunge Support <support@plunge.com>
Reply-To: Plunge Support <support@plunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Fri, May 24, 2024 at 9:04 PM

I have forwarded you request to our expert team for review. They will reach out to you within 1-2 days

On May 24, 2024 at 5:18:23 PM UTC, josefina@3xfreedom.com wrote:

It's the same issue I've had every single time. I'm fatigued at having this conversation the same way every time and no longer interested in the fool's errand of trying to help you understand why your product is flawed. Especially given that this problem started literally right away and has persisted ever since. Here you will find a timeline of all the times it was broken down, without including the November ticket

Thanks
[Quoted text hidden]

On Fri, May 24, 2024 at 1:39 PM Plunge Support <support@plunge.com> wrote:

[Quoted text hidden]
[6Nvv1E-NYE6V]

Josefina Canil <josefina@3xfreedom.com>
To: Plunge Support <support@plunge.com>

Mon, May 27, 2024 at 7:24 AM

Hi, the plunge is now off entirely. There's no power at all. The breaker box is fine. It's been checked out by a professional electrician.

Thanks
[Quoted text hidden]

Josefina Canil <josefina@3xfreedom.com>
To: Plunge Support <support@plunge.com>

Mon, May 27, 2024 at 3:50 PM

Hi, I have made a document showing all the times the plunge has broken and needed a tech, without counting the last two. Also attached you'll find the email threads. Now as I said, it's off entirely. Thanks!


[Quoted text hidden]

7 attachments


Ticket#	Date	Issue	Case
Plunge Report	10/6/2023	Power Out	15419
Re: SUPPORT - Contact Form - I have a question about my PLUNGE.	2/14/2024	Hardware	
Re: SUPPORT - Contact Form - My PLUNGE is leaking water.	4/8/2023	Leaks	
Re: SUPPORT - Contact Form - My PLUNGE is leaking water.	7/9/2023	Power Out	15117
Re: SUPPORT - Contact Form - My PLUNGE is leaking water.	7/9/2023	Power	30630
Plunge Support Re: The filter won't work when plugged into the power strip.	6/12/2023	Power Strip	4879
Plunge Support Re: Plunge Repair - Power Strip Replacement	8/13/2023	Power Strip	2551
Plunge Report - Initial Phone Call Replacement	8/13/2023	Power Strip	3619
Plunge Support Re: Cleaning gutters	10/20/2023	Cleaning	13821

Captura de pantalla 2024-05-27 154811.png
38K

Plunge - February.pdf
112K

 **Plunge - October.pdf**
97K

 **Plunge - September.pdf**
96K

 **Plunge - July.pdf**
90K

 **Plunge - April.pdf**
214K

 **Plunge - January.pdf**
101K

Plunge Support <support@plunge.com>
Reply-To: Plunge Support <support@plunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Tue, May 28, 2024 at 8:52 PM

Hello,

I'm really sorry to hear that you're experiencing another power issue. I understand how frustrating it must be to deal with recurring problems like this. Let's work together to identify the root cause and find a lasting solution. This doesn't seem to be a common issue, and replacing the entire unit might not be the best approach at this time. Given that your unit is no longer under the factory warranty, and considering the terms of your extended warranty, our focus will be on diagnosing and repairing the problem. If we find that a repair isn't feasible, we can then explore the option of a replacement.

To help us get to the bottom of this, I'll need a few photos:

- The back component side of your plunge, showing all components.
- The front of the chiller, with a view of the installation and spacing.
- The inside of the plunge's power box.
- The outlet into which the plunge is plugged.

These photos are crucial for us to provide the necessary support and prevent this issue from recurring.

I also noticed that you have a hot and cold model in Arizona. This setup is typically intended for freezing climates and might not be ideal for your environment, which could be contributing to the issues. If you're open to it, I recommend removing the heater unit. We can refund the \$600 extra you paid for the heater. This change might help in preventing further complications.

All the best,

Barry
Plunge Customer Support Lead
barry@plunge.com

On May 27, 2024 at 6:51:35 PM UTC, josefina@3xfreedom.com wrote:

Hi, I have made a document showing all the times the plunge has broken and needed a tech, without counting the last two. Also attached you'll find the email threads. Now as I said, it's off entirely. Thanks!

On Mon, May 27, 2024 at 7:24 AM Josefina Canil <josefina@3xfreedom.com> wrote:

Hi, the plunge is now off entirely. There's no power at all. The breaker box is fine. It's been checked out by a professional electrician.

Thanks

[Quoted text hidden]

[6NVV1E-NYE6V]

Josefina Canil <josefina@3xfreedom.com>

Wed, May 29, 2024 at 9:32 AM

30/5/24, 11:46

3x Freedom Mail - Fwd: [Plunge Support] Re: Call with Kasim Aslam

To: Plunge Support <support@plunge.com>

My unit no longer being under warranty is irrelevant given that this is a known and recurring issue for as long as I've had the unit.

You have had ten opportunities to "find a lasting solution".

I'm done wasting my time.

Please send a full refund immediately.

Or:

I'm filing a complaint with the Better Business Bureau
I'm filing a complaint with the attorney general's office
I'm filing a case in small claims court

Thanks

[Quoted text hidden]

Plunge Support <support@plunge.com>
Reply-To: Plunge Support <support@plunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Wed, May 29, 2024 at 1:49 PM

I understand this situation can be frustrating, and we really want to work with you to find a solution. There could be various reasons for the issue you're experiencing, and it's possible it might be related to your electricity. Let's collaborate to investigate all potential causes. We're committed to resolving this together, although issuing a refund isn't something we can offer at this time. Your patience and cooperation mean a lot to us, and we're here to support you every step of the way.

All the best,

Barry
Plunge Customer Support Lead
barry@plunge.com

On May 29, 2024 at 12:34:21 PM UTC, josefina@3xfreedom.com wrote:

My unit no longer being under warranty is irrelevant given that this is a known and recurring issue for as long as I've had the unit.

You have had ten opportunities to "find a lasting solution".

I'm done wasting my time.

Please send a full refund immediately.

Or:

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I'm filing a case in small claims court

Thanks

[Quoted text hidden]

[6NVV1E-NYE6V]



Kasim Aslam <kasim@3xfreedom.com>

[Plunge Support] Re: Plunge Repair - Power Strip Replacement

1 message

Plunge Support <success@thecoldplunge.com>
Reply-To: Plunge Support <success@thecoldplunge.com>
To: Kasim Aslam <kasim@sol8.com>

Wed, Sep 13, 2023 at 12:24 PM

Hello Kasim, this is Tatum with Plunge. We are going to move forward with the Power Strip Replacement. But I will pass this over to one of our troubleshooters, his name is Kevin and he will be able to go over this with you to see if there is anything else we can look into to avoid this from happening in the future.

On September 10, 2023 at 10:47:15 PM UTC, kasim@sol8.com wrote:

Bump

On Fri, Sep 8, 2023 at 10:45 AM Kasim Aslam <kasim@sol8.com> wrote:

Hi - I responded to Support with a question and followed up after not hearing back. Please see attached.

On Fri, Sep 8, 2023 at 9:04 AM Plunge Support <success@thecoldplunge.com> wrote:

We haven't heard from you in a few days. Just checking back in to see if you still need our assistance? If we do not hear back from you in the next 24 hours we'll assume everything is good to go and close this case.

Thank you!

[Y6KL0X-RXVXK]

[Y6KL0X-RXVXK]



Kasim Aslam <kasim@3xfreedom.com>

Re: [Plunge Support] Re: Cleaning guidance

1 message

Kasim Aslam <kasim@sol8.com>
To: Plunge Support <support@thecoldplunge.com>

Mon, Oct 23, 2023 at 2:58 PM

Thanks for the tip! That's super helpful.

On Mon, Oct 23, 2023 at 12:54 PM Plunge Support <support@thecoldplunge.com> wrote:

You're welcome! Regular dish soap can help but we have a new recommendation for cleaning the surface of your Plunge that may help you. Check out the Baqua Spa Surface cleaner at the link provided below.

<https://plunge.com/products/baqua-spa-surface-cleaner>

I hope this helps!

All the best,
Cristian

On October 23, 2023 at 7:23:34 PM UTC, kasim@sol8.com wrote:

Thanks! I follow the maintenance guide religiously but didn't know what to do to cut through grime. Knowing I can use soap is super helpful. Is regular dish soap okay or do you recommend anything specific?

On Sun, Oct 22, 2023 at 8:05 AM Plunge Support <support@thecoldplunge.com> wrote:

Hello Kasim,

Cristian here with Plunge support. Cleaning the waterline in your plunge is a straightforward process, and you can easily do it with a regular sponge. Here's a simple guide to help you maintain a clean waterline:

1. **Materials Needed:** You'll require a regular sponge and some warm, soapy water. Ensure the sponge is clean and free from any abrasive particles.
2. **Gently Wipe:** Gently wipe along the waterline area of the plunge. Use soft, circular motions to remove any buildup or discoloration.

Please see the water maintenance guide in this link: https://cdn.shopify.com/s/files/1/0409/5626/4605/files/PRINT_Residential_Water-Maintenance-2023.pdf?v=1689264860

Note: If your water gets murky or dirty, always drain and refill. Please be aware that besides offering these guidelines, Plunge customer support is not available to troubleshoot water quality.

Thank you for choosing the Plunge!

All the best,
Cristian

On 2023 M10 22 13:10:25 UTC, kasim@sol8.com wrote:

My Plunge ends up having buildup around and above the water line. It's difficult to remove with just a cloth. So you have any advice on a cleaning solution to use that won't negatively impact PH balance??

[NK1064-2VG35]

[NK1064-2VG35]



Kasim Aslam <kasim@3xfreedom.com>

[Plunge Support] Re: Plunge Repair - Inkbird

1 message

Plunge Support <support@thecoldplunge.com>
Reply-To: Plunge Support <support@thecoldplunge.com>
To: Kasim Aslam <kasim@sol8.com>

Mon, Nov 27, 2023 at 3:43 PM

of course

On November 27, 2023 at 6:31:22 PM UTC, kasim@sol8.com wrote:

Ok, thanks for the update.

On Mon, Nov 27, 2023 at 11:28 AM Plunge Support <support@thecoldplunge.com> wrote:

let me get an update for you of when he will be reaching out, the chiller should be arriving today. here is the tracking number [786750075360](#)

On November 27, 2023 at 5:27:24 PM UTC, kasim@sol8.com wrote:

No, not yet. Do you have a tracking number for the chiller?

On Mon, Nov 27, 2023 at 10:19 AM Plunge Support <support@thecoldplunge.com> wrote:

I have assigned a repair tech to this job already, the repair tech will reach out to you to schedule if he has not already. Did you hear from him yet?

On November 25, 2023 at 9:58:29 PM UTC, kasim@sol8.com wrote:

I received the inkbird but am still waiting on the new chiller. Once that lands I'm assuming someone will reach out to schedule a tech?

On Sat, Nov 25, 2023 at 12:03 PM Plunge Support <support@thecoldplunge.com> wrote:

We haven't heard from you in a few days. Just checking back in to see if you still need our assistance? If we do not hear back from you in the next 24 hours we'll assume everything is good to go and close this case.

Thank you!

[19LGEX-3RGNE]

[19LGEX-3RGNE]

[19LGEX-3RGNE]

[19LGEX-3RGNE]



Kasim Aslam <kasim@3xfreedom.com>

[Plunge Support] Re: Plunge Repair - Inkbird

1 message

Plunge Support <support@thecoldplunge.com>
Reply-To: Plunge Support <support@thecoldplunge.com>
To: Kasim Aslam <kasim@sol8.com>

Wed, Nov 22, 2023 at 3:36 PM

of course happy to help

On November 22, 2023 at 6:30:20 PM UTC, kasim@sol8.com wrote:

Thank you for your help.

On Wed, Nov 22, 2023 at 11:24 AM Plunge Support <support@thecoldplunge.com> wrote:

No problem, I have assigned this job to a repair tech we have in your area. He will be reaching out to you so you guys can get something scheduled for him to come out and complete the repair once you have your parts.

On November 22, 2023 at 6:04:33 PM UTC, kasim@sol8.com wrote:

I'd like a tech to do the repair please.

On Wed, Nov 22, 2023 at 10:59 AM Plunge Support <support@thecoldplunge.com> wrote:

This ticket was created on your behalf.

To add additional comments, reply to this email.

Hello,

This is Tatum with the PLUNGE repairs team.

I see the Inkbird needs to be replaced. The factory warranty will cover the cost of a repair tech to do the service. We are more than happy to find one for you.

We have found that most customers are able to take care of this repair on their own. This route typically gets the Plunge up quicker. We are here to assist during the repair if needed.

Check out the video below to see if it is something you might be able to do. If not, not a problem we will find and schedule that tech for you.

[Inkbird Replacement Video](#)

30/5/24, 8:28

3x Freedom Mail - [Plunge Support] Re: Plunge Repair - Inkbird

[19LGEX-3RGNE]
[19LGEX-3RGNE]
[19LGEX-3RGNE]

**Re: [Plunge Support] Re: Call with Kasim Aslam**

1 message

Kasim Aslam <kasim@sol8.com>

Wed, Nov 22, 2023 at 2:33 PM

To: Plunge Support <support@thecoldplunge.com>

Thank you.

On Wed, Nov 22, 2023 at 9:29 AM Plunge Support <support@thecoldplunge.com> wrote:

Great, that's what I had ordered for you.

On November 22, 2023 at 1:56:16 AM UTC, kasim@sol8.com wrote:

Correct

On Tue, Nov 21, 2023 at 6:38 PM Plunge Support <support@thecoldplunge.com> wrote:

The power strip is on the left and the outlet box that says "heating" and "Cooling" is what's not working correct?

On November 22, 2023 at 1:07:22 AM UTC, kasim@sol8.com wrote:

Hi Kevin,

I just got the order confirmation. It's for the chiller and inkbird. I don't think it's the inkbird that's broken, it's the power strip.

Can you confirm that's included in what's being sent?

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Yes the warranty covers parts and repairs. I can send your ticket over to my managers if you would like better assistance with your issues as I'm just a troubleshooter. Would you like me to order your chiller replacement or would you like to speak with someone first?

On November 22, 2023 at 12:17:16 AM UTC, kasim@sol8.com wrote:

I bought the plunge last year so I'm obviously out of the 30 day window. However, it's been breaking down every other month since I got it. Y'all marketed it with a full year warranty. Where is that now? I think I got an extended warranty too because I bought during last Friday.

Why doesn't the annual warranty cover this?

Honest opinion: if you had an \$8k appliance that broke down every 45 days how would you want the company to respond?

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For any further assistance or inquiries regarding the return process, don't hesitate to reach out to our support team. We are here to help!

On November 21, 2023 at 10:57:18 PM UTC, kasim@sol8.com wrote:

The chiller just flipped the breaker. It's on a dedicated 20 amp circuit.

I'm assuming that means calibration isn't the issue.

With all due respect:

I've been super patient. This is beyond the "troubleshooting" phase.

Either I've got a lemon or y'all's products are horrible.

I'm eager to assume the former.

Can you please send me a new Plunge that doesn't break down every 60 days?

Or honor your warranty and refund my money?



Kasim

On Tue, Nov 21, 2023 at 3:36 PM Plunge Support <support@thecoldplunge.com> wrote:

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On Tue, Nov 21, 2023 at 1:28 PM Plunge Support <support@thecoldplunge.com> wrote:

If you have an external thermometer we can calibrate the chiller to get as close as you can to the actual water temp.

On November 21, 2023 at 8:17:18 PM UTC, kasim@sol8.com wrote:

Currently at 46 and cooling

On Tue, Nov 21, 2023 at 12:17 PM Plunge Support <support@thecoldplunge.com> wrote:

Ok this could be more of an issue with the chiller other than the Inkbird and I will need to know what the present temperature is on the water chiller since you have it plugged into a separate outlet. There are no notes on what the present temperature is for the chiller.

On November 21, 2023 at 7:05:21 PM UTC, kasim@sol8.com wrote:

The chiller is set to 39. Again, because it wasn't on the temp was higher but is now dropping.

Yes, jets are flowing. Filter is working, etc. It's just the chiller.

It's the same exact thing that's happened the other 7 times.

If you'll please go back and review my previous tickets you'll find a litany of supporting documentation including photos and videos.

On Tue, Nov 21, 2023 at 11:55 AM Plunge Support <support@thecoldplunge.com> wrote:

Ok what is the present and set temperature on the water chiller? Do you have water flowing from the jets?

On November 21, 2023 at 6:47:34 PM UTC, kasim@sol8.com wrote:

The set value is 42 degrees F

Present value started at 78 or so this AM and has been dropping since I plugged the chiller into a separate outlet.

On Tue, Nov 21, 2023 at 11:24 AM Plunge Support <support@thecoldplunge.com> wrote:

Hi Kasim, this is Kevin with plunge support. Can you tell me what the present and set value is on the Inkbird?

On November 21, 2023 at 5:59:24 PM UTC, kasim@sol8.com wrote:

Hi Kathleen,

Photos attached.

The plunge powers on fine. The chiller does not when plugged into the plunge power strip. It powers on fine if I plug it in separately.

Thanks,

Kasim

On Tue, Nov 21, 2023 at 10:52 AM Plunge Support <support@thecoldplunge.com> wrote:

Hi Kasim,

My name is Kathleen with the plunge Triage.

We apologize if you are encountering issues with your Plunge. Let's find out what's going on so we can get you plunging again. We are gonna need a photo of the component side of your plunge, the inside of your electrical box, and a close up of the power strip inside your electrical box.

Help us understand a little more about what you are experiencing by responding with the corresponding number.

- 1. My plunge has no power.
- 2. My power keeps shutting off. HELP!

As soon as we have these photos and have a better idea of what's going on, we'll be able to plunge into finding a solution.

On 2023 M11 21 17:17:21 UTC, kasim@sol8.com wrote:

Hello Plunge People -

My plunge is broken again. The chiller doesn't power on when plugged into the Plunge power strip. It works when I plug it into the wall directly.

This will be the 7th (seventh) time someone has come out to fix my plunge. I'm sure you'll agree that we've gone past the point of absurdity.


Please do not send another power strip or inkbird. That's obviously not the root of the issue.

I would appreciate a more permanent solutions and remedy.

Thank you,

Kasim

Subject	Date	Issue	Case
Re: Plunge Repair	1/26/2023	Power Strip	15578
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	4/4/2023	Breaker	
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	7/9/2023	Power Strip	29217
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	7/21/2023	Flow	30692
[Plunge Support] Re: The chiller won't work when plugged into the power strip	9/3/2023	Power Strip	4826
[Plunge Support] Re: Plunge Repair - Power Strip Replacement	09/13/2023	Power Strip	2581
Re: Plunge Repair - Inkbird/Power Strip Replacement	09/13/2023	Power Strip	36516

 [Plunge - September.pdf](#)


Plunge - September
PDF

 [Plunge - April.pdf](#)

Plunge - April
PDF

 [Plunge - January.pdf](#)

Plunge - January
PDF

 [Plunge - July.pdf](#)

Plunge - July
PDF

[Y7LZ47-6LN7P]
[Y7LZ47-6LN7P]
[Y7LZ47-6LN7P]
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[Y7LZ47-6LN7P]
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[Y7LZ47-6LN7P]
[Y7LZ47-6LN7P]



Kasim Aslam <kasim@3xfreedom.com>

Re: Plunge Repair

1 message

Repairs Commercial <repairs-commercial@thecoldplunge.com>

Thu, Jul 27, 2023 at 11:22 AM

To: kasim@3xfreedom.com

No problem!

On Thursday, July 27, 2023, 9:21 AM "Kasim Aslam" <kasim@3xfreedom.com> wrote:

Thanks!

On Thu, Jul 27, 2023 at 9:19 AM Repairs Commercial <repairs-commercial@thecoldplunge.com> wrote:

No problem, I will assign the repair tech we have in your area to this job. He will be reaching out so that you guys can get something scheduled for him to come out and complete the repair.

On Wednesday, July 26, 2023, 9:21 PM "Kasim Aslam" <kasim@3xfreedom.com> wrote:

Thanks Tatum!

Seeing as this is the third time this unit will have been replaced, and every time before this has been done by a professional, I would be very skeptical of my ability to outperform somebody who actually knows what they're doing. I'd much rather get a technician to do the work please.

Thanks!

Kasim

On Wed, Jul 26, 2023 at 4:29 PM Service Commercial <service-commercial@thecoldplunge.com> wrote:

Hello Kasim,

This is Tatum with the PLUNGE repairs team.

I see the Inkbird needs to be replaced. The factory warranty will cover the cost of a repair tech to do the service. We are more than happy to find one for you.

We have found that most customers are able to take care of this repair on their own. This route typically gets the Plunge up quicker. We are here to assist during the repair if needed.

Check out the video below to see if it is something you might be able to do. If not, not a problem we will find and schedule that tech for you.

[Inkbird Replacement Video](#)

--
Kasim AslamFounder & CEO, [Solutions 8](#)Co-Founder, [Driven Mastermind](#)



Kasim Aslam <kasim@3xfreedom.com>

Re: Plunge Repair

1 message

Repairs Residential <repairs-residential@thecoldplunge.com>
To: kasim@sol8.com

Thu, Jan 26, 2023 at 4:57 PM

Hey Kasim, Brian here with Plunge,

I won't be able to get a tech out there until sometime next week. Just curious what makes you uncomfortable with doing that? if I could hop on a phone call with you and help walk you through the installation if you need it so we could get this handled much sooner. The replacement is so simple and would be hard to mess up.

Thanks, and be well,

Brian Shannon | Repair Specialist | The Cold Plunge
(916) 426-8123 | 1721 Aviation Blvd. Suite 100, Lincoln CA, 95648

On Thursday, January 26, 2023, 11:53 AM repairs-residential@thecoldplunge.com wrote:

Good afternoon Kasim, Tatum here with Plunge.

No worries, I will send this over to my partner Brian and he will look for a repair tech in your area and get you all set up. He should be touching base with you soon to give you further details moving forward with the repair.

On Thursday, January 26, 2023, 9:11 AM "Kasim Aslam" <kasim@sol8.com> wrote:

Hi Tatum - I received the new power strip! I can see how it's meant to be mounted but don't feel comfortable doing it myself. Can you please help me arrange the tech you referenced?

Thanks!
Kasim

On Fri, Jan 20, 2023 at 4:48 PM Repairs Residential <repairs-residential@thecoldplunge.com> wrote:

No worries Kasim, we are here if you need any assistance or have any questions, we are happy to help! :)

On Friday, January 20, 2023, 3:37 PM "Kasim Aslam" <kasim@sol8.com> wrote:

Sounds good, thank you. I'll do my best to do it on my own but I'm not the handiest guy in the world :-s

On Fri, Jan 20, 2023 at 4:16 PM Repairs Residential <repairs-residential@thecoldplunge.com> wrote:

Hey Kasim, This is Tatum with Plunge. If you are unable to complete the repair and you need a repair tech you will just reach out to us here and let us know you are needing a repair tech. I will send it over to my partner Brian and he will source a repair tech in your area and give you further details moving forward with the repair.

On Friday, January 20, 2023, 2:29 PM "Kasim Aslam" <kasim@sol8.com> wrote:

Thanks Tatum! How do I book a technician if I can't figure it out?

On Thu, Jan 19, 2023 at 5:37 PM Service Residential <service-residential@thecoldplunge.com> wrote:

Hello Kasim,

This is Tatum with the PLUNGE repairs team.

I see the Power Strip needs to be replaced. The factory warranty will cover the cost of a repair tech to do the service. We are more than happy to find one for you.

We have found that most customers are able to take care of this repair on their own. This route typically gets the Plunge up quicker. We are here to assist during the repair if needed.

Check out the video below to see if it is something you might be able to do. If not, not a problem we will find and schedule that tech for you.

[Power Strip replacement Video](#)

--
Kasim Aslam

Founder & CEO, [Solutions 8](#)

Co-Founder, [Driven Mastermind](#)



Kasim Aslam <kasim@3xfreedom.com>

Re: SUPPORT - Contact Form - I have a question about my PLUNGE.

1 message

Kasim Aslam <kasim@sol8.com>

Tue, Feb 14, 2023 at 12:18 PM

To: Support Residential <support-residential@thecoldplunge.com>

Thanks!!

On Tue, Feb 14, 2023 at 10:17 AM Support Residential <support-residential@thecoldplunge.com> wrote:

No, you're OK. We are currently in the process of revamping our website with video instructions so that we can keep up with our new parts, such as our new water filters.

You may also find this helpful <https://thecoldplunge.com/pages/help-center>

Let us know if you run into any hurdles and we can help out.

Happy plunging my friend! ❄️

On Tuesday, February 14, 2023, 8:55 AM "Kasim Aslam" <kasim@sol8.com> wrote:

This is awesome! Thank you.

Was this somewhere online that I should've been able to find? Sorry to keep bugging y'all. Let me know if there's a place I should be looking before reaching out.

On Tue, Feb 14, 2023 at 8:02 AM Support Residential <support-residential@thecoldplunge.com> wrote:

Hi Kasim,

This is Cristian with the PLUNGE team. I'm reaching out to provide you with a video guide for your Culligan filter. Please see the attachments.

Let us know if you run into any hurdles and we can help out.

Happy plunging my friend! ❄️

On Monday, February 13, 2023, 6:53 PM kasim@sol8.com wrote:

This message was intended for support@thecoldplunge.com and is from kasim@sol8.com

Entry Details

FIRST TELL US WHAT YOU NEED

I have a question about my PLUNGE.

TELL US WHAT WE SHOULD KNOW

Hello! I tried to perform the first round of monthly maintenance but the video in the instruction manual features a plunge with a different setup than mine. I don't have a white valve on the side of the filter (or anywhere on

the plunge that I can see). There is a blue valve with a red button on the top of the filter. However, when I try and press that button water starts shooting out and I'm worried I'm about to open up the plumbing. Can you please let me know if there's an updated tutorial?

Thank you!

How should we contact you?

CHOOSE ONE OR MORE OPTIONS Email

YOUR NAME Kasim Aslam

EMAIL kasim@sol8.com

MOBILE NUMBER (480) 612-5327



Kasim Aslam <kasim@3xfreedom.com>

Re: SERVICE RES - Contact Form - My PLUNGE is having issues.

1 message

Kasim Aslam <kasim@sol8.com>

Tue, Apr 11, 2023 at 1:09 PM

To: Service Residential <service-residential@thecoldplunge.com>

On Tue, Apr 11, 2023 at 10:44 AM Kasim Aslam <kasim@sol8.com> wrote:

Hi Barry -

I did try to plug the chiller into the "Cooling" outlet per your instructions. I did this on April 6th per the email string below.

It did not work. The chiller did not power on at all.

Here is a video showing you what happened: <https://drive.google.com/file/d/1Opahdjykd3-wQTUOg3HGzCKxzvavS1V7/view>

Please let me know if I am misunderstanding your instructions.

Thank you,

Kasim

On Tue, Apr 11, 2023 at 10:40 AM Service Residential <service-residential@thecoldplunge.com> wrote:

Did you plug the chiller into cooling like intended? This has to be done or it will always trip and we cannot truly troubleshoot and solve this

Barry Crom | Troubleshooting Wizard | PLUNGE
+1 (916) 249- 0397 | 1721 Aviation Blvd. Suite 100, Lincoln Ca 95648

On Monday, April 10, 2023, 6:38 PM "Kasim Aslam" <kasim@sol8.com> wrote:

1. I have the hot/cold XL model
2. I tried this and it didn't work. Already sent you a video.
3. SV is currently at 41. It lowers the chiller on, cools perfectly fine, but then trips the power breaker.

On Mon, Apr 10, 2023 at 12:34 PM Service Residential <service-residential@thecoldplunge.com> wrote:

Kasim,

We're gonna make sure everything is set up the right way and you understand how this all works.

1. Standard Model only! Check green power switch on right side of chiller
2. Make sure that the chiller is pugged into the "cooling" outlet inside the electrical box.
 - o If the chiller is plugged into the power strip and not "cooling" the heater and chiller will fight each other and the water will not cool, or heat, the way it is intended.
 - o
3. Check your Inkbird temperature settings.
 - o The Set Value (bottom number) must be at least 4 degrees lower than the Present Value (top temperature) for the chiller to power on.
 - o

Please us know if this solved your issue, so we know that your issue has been resolved and we can close the conversation. If it continues there are a couple of steps we can take to get this resolved.

Barry Crom | Troubleshooting Wizard | PLUNGE
 +1 (916) 249- 0397 | [1721 Aviation Blvd. Suite 100, Lincoln Ca 95648](#)
 iv>
 +1 (916) 249- 0397 | [1721 Aviation Blvd. Suite 100, Lincoln Ca 95648](#)

On Monday, April 10, 2023, 12:34 PM service-residential@thecoldplunge.com wrote:

I did review the video. I need to know what the set and pv temperatures are though. As that is supposed to power off the chiller when at or below set temperature.

Barry Crom | Troubleshooting Wizard | PLUNGE
 +1 (916) 249- 0397 | [1721 Aviation Blvd. Suite 100, Lincoln Ca 95648](#)

On Monday, April 10, 2023, 10:13 AM "Kasim Aslam" <kasim@sol8.com> wrote:

Hi Barry - I tried. You'll see that reflected in the video I linked to in this email thread. Can you watch that and let me know if I'm doing something wrong?

On Mon, Apr 10, 2023 at 9:59 AM Service Residential <service-residential@thecoldplunge.com> wrote:

> Did you ever correct the set up to the way I had said it needs to be?

>

>

>

>

>

> Barry Crom | Troubleshooting Wizard | PLUNGE
 > +1 (916) 249- 0397 | [1721 Aviation Blvd. Suite 100, Lincoln Ca 95648](#)

>

> On Sunday, April 9, 2023, 8:16 PM "Kasim Aslam" wrote:

>

> When I open up the power box it feels super warm to the touch

>

> On Sun, Apr 9, 2023 at 8:15 PM Kasim Aslam wrote:

>

>> Just fyi - it tripped once more. Not sure why it's increasing in frequency.

>>

>> On Sun, Apr 9, 2023 at 3:41 PM Kasim Aslam wrote:

>>

>>> It tripped again. I'm not sure when, just caught it this afternoon.

>>> Here's an image of where the settings are.

>>>

>>> On Thu, Apr 6, 2023 at 4:57 PM Service Residential <

>>> service-residential@thecoldplunge.com> wrote:

>>>

>>>> What is that inkbird top pv temp and bottom sv temperature? Inkbird is

>>>> controller on side you adjust temps. When at the set temp or if water temp

>>>> is below what is set that chiller will be off. It kicking off like that is

>>>> how it is intended as it avoids tripping.

>>>>

>>>>
>>>>
>>>>
>>>>

>>>> Barry Crom | Troubleshooting Wizard | PLUNGE
>>>> +1 (916) 249- 0397 | [1721 Aviation Blvd. Suite 100, Lincoln Ca 95648](#)

>>>>
>>>>
>>>>

>>>> On Thursday, April 6, 2023, 11:41 AM "Kasim Aslam"
>>>> wrote:

>>>>
>>>> Thanks for the fast response! I tried that and it didn't power on at
>>>> all. Here's a video:
>>>> <https://drive.google.com/file/d/1Opahdjykd3-wQTUOg3HGzCKxzvavS1V7/view?usp=sharing>

>>>>
>>>> On Thu, Apr 6, 2023 at 10:58 AM Service Residential <
>>>> service-residential@thecoldplunge.com> wrote:

>>>>
>>>>> Not a problem at all! I see what I am pretty sure what is causing
>>>>> this. That black chiller box that is attached on side that cools unit is
>>>>> not plugged into the "cooling" port inside that electrical box of plunge.
>>>>> This is important because it keeps heater and chiller running at same time
>>>>> and this will trip a 20 amp

>>>>>
>>>>> Click the link below for a breakdown on our Hot & Cold setup.

>>>>>
>>>>> <https://thecoldplunge.com/pages/help-center?a=Hot-and-Cold-Setup-Breakdown---id--t-h8Mq2-QImORmr5NoUvDA>

>>>>>
>>>>>
>>>>>

>>>>> Barry Crom | Troubleshooting Wizard | PLUNGE
>>>>> +1 (916) 249- 0397 | [1721 Aviation Blvd. Suite 100, Lincoln Ca 95648](#)

>>>>>
>>>>>
>>>>>

>>>>> On Thursday, April 6, 2023, 9:22 AM "Kasim Aslam"
>>>>> wrote:

>>>>>
>>>>> Thanks for your help Barry! Sorry to be a problem child. Pics
>>>>> attached.

>>>>>
>>>>> On Wed, Apr 5, 2023 at 4:26 PM Service Residential <
>>>>> service-residential@thecoldplunge.com> wrote:

>>>>>
>>>>>> Hello, Kasim, Barry here with Plunge's troubleshooting team! So sorry
>>>>>> about this issue with your plunge. Please send me a photo of inside the
>>>>>> plunges electrical box, and the components side of the plunge.
>>>>>> This is likely a simple set up issue and and easy fix

>>>>>>
>>>>>>
>>>>>>
>>>>>>
>>>>>>

>>>>>> Barry Crom | Troubleshooting Wizard | PLUNGE
>>>>>> +1 (916) 249- 0397 | [1721 Aviation Blvd. Suite 100, Lincoln Ca 95648](#)

>>>>>>
>>>>>>
>>>>>>

>>>>>> On Tuesday, April 4, 2023, 11:27 AM kasim@sol8.com wrote:

>>>>>
>>>>> This message was intended for *service-residential@thecoldplunge.com
>>>>> * and is from kasim@sol8.com
>>>>> Entry Details
>>>>> First tell us what you need My PLUNGE is having issues.Tell us more
>>>>> about the problem you are having
>>>>> Is this PLUNGE at your home or your business? Home
>>>>> Is your PLUNGE operational? Yes
>>>>> Provide a brief description of the issue. The plunge keeps tripping
>>>>> the circuit breaker. It's happened twice in the last two weeks. I had an
>>>>> electrician install a dedicated 20 amp circuit when I bought the plunge.
>>>>> The warranty company also sent someone to update the internal circuit.
>>>>> Did this issue occur within 30 days of delivery? NoHow should we
>>>>> contact you?
>>>>> Choose one or more options Email
>>>>> Your Name Kasim Aslam
>>>>> Email kasim@sol8.com
>>>>> Mobile Number (480) 612-5327
>>>>>
>>>>>
>>>>>
>>>>>
>>>> --
>>> *Kasim Aslam*
>>> Founder & CEO, Solutions 8
>>> Co-Founder, Driven Mastermind
>>>
>> --
>> *Kasim Aslam*
>> Founder & CEO, Solutions 8
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Founder & CEO, [Solutions 8](#)
Co-Founder, [Driven Mastermind](#)



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Josefina Canil <josefina@3xfreedom.com>

Fwd: [Plunge Support] Re: Call with Kasim Aslam

11 messages

Kasim Aslam <kasim@sol8.com>
To: Josefina Canil <josefina@3xfreedom.com>

Thu, May 23, 2024 at 2:31 PM

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

From: **Kasim Aslam** <kasim@sol8.com>
Date: Tue, Nov 21, 2023 at 10:05 PM
Subject: Re: [Plunge Support] Re: Call with Kasim Aslam
To: Plunge Support <support@thecoldplunge.com>

Hi Kevin,

I just got the order confirmation. It's for the chiller and inkbird. I don't think it's the inkbird that's broken, it's the power strip.

Can you confirm that's included in what's being sent?

On Tue, Nov 21, 2023 at 5:26 PM Plunge Support <support@thecoldplunge.com> wrote:

Yes the warranty covers parts and repairs. I can send your ticket over to my managers if you would like better assistance with your issues as I'm just a troubleshooter. Would you like me to order your chiller replacement or would you like to speak with someone first?

On November 22, 2023 at 12:17:16 AM UTC, kasim@sol8.com wrote:

I bought the plunge last year so I'm obviously out of the 30 day window. However, it's been breaking down every other month since I got it. Y'all marketed it with a full year warranty. Where is that now? I think I got an extended warranty too because I bought during last Friday.

Why doesn't the annual warranty cover this?

Honest opinion: if you had an \$8k appliance that broke down every 45 days how would you want the company to respond?

On Tue, Nov 21, 2023 at 4:51 PM Plunge Support <support@thecoldplunge.com> wrote:

I can send you out a chiller replacement, We offer a 30-day return policy if you are dissatisfied for any reason. To initiate a return and receive a refund, please ensure the following steps are followed:

- Contact **customer service** so they can coordinate with Omni Logistics to pick up the Plunge.
- Drain your plunge. [CLICK HERE](#) for directions.
- Take pictures of the unit in the event something happens in transit.

Please note: The customer will be responsible for covering the shipping costs for the return along with a 15% restocking fee.

For any further assistance or inquiries regarding the return process, don't hesitate to reach out to our support team. We are here to help!

On November 21, 2023 at 10:57:18 PM UTC, kasim@sol8.com wrote:

The chiller just flipped the breaker. It's on a dedicated 20 amp circuit.

I'm assuming that means calibration isn't the issue.

With all due respect:

I've been super patient. This is beyond the "troubleshooting" phase.

Either I've got a lemon or y'all's products are horrible.

I'm eager to assume the former.

Can you please send me a new Plunge that doesn't break down every 60 days?

Or honor your warranty and refund my money?



Kasim

On Tue, Nov 21, 2023 at 3:36 PM Plunge Support <support@thecoldplunge.com> wrote:

Ok I think the calibration only does 5 degrees so when calibrating the chiller select the lowest temperature and see where that brings you.

On November 21, 2023 at 10:31:21 PM UTC, kasim@sol8.com wrote:

Looks like it's already spot on. See attached.

On Tue, Nov 21, 2023 at 1:28 PM Plunge Support <support@thecoldplunge.com> wrote:

If you have an external thermometer we can calibrate the chiller to get as close as you can to the actual water temp.

On November 21, 2023 at 8:17:18 PM UTC, kasim@sol8.com wrote:

Currently at 46 and cooling

On Tue, Nov 21, 2023 at 12:17 PM Plunge Support <support@thecoldplunge.com> wrote:

Ok this could be more of an issue with the chiller other than the Inkbird and I will need to know what the present temperature is on the water chiller since you have it plugged into a separate outlet. There are no notes on what the present temperature is for the chiller.

On November 21, 2023 at 7:05:21 PM UTC, kasim@sol8.com wrote:

The chiller is set to 39. Again, because it wasn't on the temp was higher but is now dropping.

Yes, jets are flowing. Filter is working, etc. It's just the chiller.

It's the same exact thing that's happened the other 7 times.

If you'll please go back and review my previous tickets you'll find a litany of supporting documentation including photos and videos.

On Tue, Nov 21, 2023 at 11:55 AM Plunge Support <support@thecoldplunge.com> wrote:

Ok what is the present and set temperature on the water chiller? Do you have water flowing from the jets?

On November 21, 2023 at 6:47:34 PM UTC, kasim@sol8.com wrote:

The set value is 42 degrees F

Present value started at 78 or so this AM and has been dropping since I plugged the chiller into a separate outlet.

On Tue, Nov 21, 2023 at 11:24 AM Plunge Support <support@thecoldplunge.com> wrote:

Hi Kasim, this is Kevin with plunge support. Can you tell me what the present and set value is on the Inkbird?

On November 21, 2023 at 5:59:24 PM UTC, kasim@sol8.com wrote:

Hi Kathleen,

Photos attached.

The plunge powers on fine. The chiller does not when plugged into the plunge power strip. It powers on fine if I plug it in separately.

Thanks,

Kasim

On Tue, Nov 21, 2023 at 10:52 AM Plunge Support <support@thecoldplunge.com> wrote:

Hi Kasim,

My name is Kathleen with the plunge Triage.

We apologize if you are encountering issues with your Plunge. Let's find out what's going on so we can get you plunging again. We are gonna need a photo of the component side of your plunge, the inside of your electrical box, and a close up of the power strip inside your electrical box.

Help us understand a little more about what you are experiencing by responding with the corresponding number.

- 1. My plunge has no power.
- 2. My power keeps shutting off. HELP!

As soon as we have these photos and have a better idea of what's going on, we'll be able to plunge into finding a solution.

On 2023 M11 21 17:17:21 UTC, kasim@sol8.com wrote:

Hello Plunge People -

My plunge is broken again. The chiller doesn't power on when plugged into the Plunge power strip. It works when I plug it into the wall directly.

This will be the 7th (seventh) time someone has come out to fix my plunge. I'm sure you'll agree that we've gone past the point of absurdity.

Please do not send another power strip or inkbird. That's obviously not the root of the issue.





I would appreciate a more permanent solutions and remedy.

Thank you,

Kasim

Subject	Date	Issue	Case
Re: Plunge Repair	1/26/2023	Power Strip	15578
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	4/4/2023	Breaker	
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	7/9/2023	Power Strip	29217
Re: SUPPORT - Contact Form - My PLUNGE is having issues.	7/21/2023	Flow	30692
[Plunge Support] Re: The chiller won't work when plugged into the power strip	9/3/2023	Power Strip	4826
[Plunge Support] Re: Plunge Repair - Power Strip Replacement	09/13/2023	Power Strip	2581

Re: Plunge Repair - Inkbird/Power Strip Replacement 09/13/2023 Power Strip 36516

 <p>Plunge - September.pdf</p> <p>Plunge - September PDF</p>	 <p>Plunge - April.pdf</p> <p>Plunge - April PDF</p>	 <p>Plunge - January.pdf</p> <p>Plunge - January PDF</p>	 <p>Plunge - July.pdf</p> <p>Plunge - July PDF</p>
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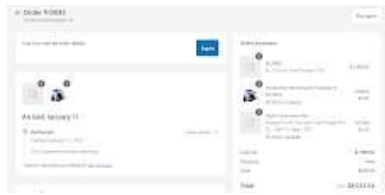
[Y7LZ47-6LN7P]
 [Y7LZ47-6LN7P]
 [Y7LZ47-6LN7P]
 [Y7LZ47-6LN7P]
 [Y7LZ47-6LN7P]
 [Y7LZ47-6LN7P]
 [Y7LZ47-6LN7P]
 [Y7LZ47-6LN7P]

Josefina Canil <josefina@3xfreedom.com>
 To: support@thecoldplunge.com

Thu, May 23, 2024 at 2:45 PM

Hello, I hope this email finds you well. I bought a cold plunge a year ago and it just broke again. I dropped a previous ticket showing how it's broken I think 9 times in 12 months. I'm not interested in yet another fix. I obviously have a lemon and would either like a replacement or refund please. You'll find in this email the last ticket issued, but there are many more over the course of the last 12 months. I'll attach the order number and date of the purchase.

I'll kindly await for your answer, thanks!
 [Quoted text hidden]



Captura de pantalla 2024-05-23 144107.png
 61K

Customer Support 2 <support@thecoldplunge.com>
 To: Josefina Canil <josefina@3xfreedom.com>

Thu, May 23, 2024 at 2:45 PM

Hi Josefina,

Thank you for contacting PLUNGE Customer Success!

Check out our [Help Center](#) to find the answer to your question, or solve the issue you are facing on your own.

We have received your email, please allow one business day for us to review your information and get back to you.

Sincerely,
 PLUNGE Customer Success

Plunge Support <support@plunge.com>
 Reply-To: Plunge Support <support@plunge.com>
 To: Josefina Canil <josefina@3xfreedom.com>

Fri, May 24, 2024 at 1:39 PM

Kasim,

This is Josh from Plunge

I see the last time you reported an issue with your unit was last November. Please correct me if I'm wrong. What seems to be the issue this time?

[6Nvv1E-NYE6V]

Josefina Canil <josefina@3xfreedom.com>
To: Plunge Support <support@plunge.com>

Fri, May 24, 2024 at 2:16 PM

It's the same issue I've had every single time. I'm fatigued at having this conversation the same way every time and no longer interested in the fool's errand of trying to help you understand why your product is flawed. Especially given that this problem started literally right away and has persisted ever since. Here you will find a timeline of all the times it was broken down, without including the November ticket

Thanks
[Quoted text hidden]
[Quoted text hidden]

Plunge Support <support@plunge.com>
Reply-To: Plunge Support <support@plunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Fri, May 24, 2024 at 9:04 PM

I have forwarded you request to our expert team for review. They will reach out to you within 1-2 days

On May 24, 2024 at 5:18:23 PM UTC, josefina@3xfreedom.com wrote:

It's the same issue I've had every single time. I'm fatigued at having this conversation the same way every time and no longer interested in the fool's errand of trying to help you understand why your product is flawed. Especially given that this problem started literally right away and has persisted ever since. Here you will find a timeline of all the times it was broken down, without including the November ticket

Thanks
[Quoted text hidden]

On Fri, May 24, 2024 at 1:39 PM Plunge Support <support@plunge.com> wrote:

[Quoted text hidden]
[6Nvv1E-NYE6V]

Josefina Canil <josefina@3xfreedom.com>
To: Plunge Support <support@plunge.com>

Mon, May 27, 2024 at 7:24 AM

Hi, the plunge is now off entirely. There's no power at all. The breaker box is fine. It's been checked out by a professional electrician.

Thanks
[Quoted text hidden]

Josefina Canil <josefina@3xfreedom.com>
To: Plunge Support <support@plunge.com>

Mon, May 27, 2024 at 3:50 PM

Hi, I have made a document showing all the times the plunge has broken and needed a tech, without counting the last two. Also attached you'll find the email threads. Now as I said, it's off entirely. Thanks!


[Quoted text hidden]

7 attachments


Ticket#	Date	Issue	Case
Plunge Report	10/6/2023	Power Out	15419
Re: SUPPORT - Contact Form - I have a question about my PLUNGE.	2/14/2024	Hardware	
Re: SUPPORT - Contact Form - My PLUNGE is leaking water.	4/8/2023	Leaking	
Re: SUPPORT - Contact Form - My PLUNGE is leaking water.	7/9/2023	Power Out	15117
Re: SUPPORT - Contact Form - My PLUNGE is leaking water.	7/9/2023	Power	30630
Plunge Support Re: The filter won't work when plugged into the power strip.	6/12/2023	Power Strip	4879
Plunge Support Re: Plunge Repair - Power Strip Replacement	8/13/2023	Power Strip	2551
Plunge Report - Initial Phone Call Replacement	8/13/2023	Power Strip	3619
Plunge Support Re: Cleaning gutters	10/20/2023	Cleaning	13821

Captura de pantalla 2024-05-27 154811.png
38K



 **Plunge - October.pdf**
97K

 **Plunge - September.pdf**
96K

 **Plunge - July.pdf**
90K

 **Plunge - April.pdf**
214K

 **Plunge - January.pdf**
101K

Plunge Support <support@plunge.com>
Reply-To: Plunge Support <support@plunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Tue, May 28, 2024 at 8:52 PM

Hello,

I'm really sorry to hear that you're experiencing another power issue. I understand how frustrating it must be to deal with recurring problems like this. Let's work together to identify the root cause and find a lasting solution. This doesn't seem to be a common issue, and replacing the entire unit might not be the best approach at this time. Given that your unit is no longer under the factory warranty, and considering the terms of your extended warranty, our focus will be on diagnosing and repairing the problem. If we find that a repair isn't feasible, we can then explore the option of a replacement.

To help us get to the bottom of this, I'll need a few photos:

- The back component side of your plunge, showing all components.
- The front of the chiller, with a view of the installation and spacing.
- The inside of the plunge's power box.
- The outlet into which the plunge is plugged.

These photos are crucial for us to provide the necessary support and prevent this issue from recurring.

I also noticed that you have a hot and cold model in Arizona. This setup is typically intended for freezing climates and might not be ideal for your environment, which could be contributing to the issues. If you're open to it, I recommend removing the heater unit. We can refund the \$600 extra you paid for the heater. This change might help in preventing further complications.

All the best,

Barry
Plunge Customer Support Lead
barry@plunge.com

On May 27, 2024 at 6:51:35 PM UTC, josefina@3xfreedom.com wrote:

Hi, I have made a document showing all the times the plunge has broken and needed a tech, without counting the last two. Also attached you'll find the email threads. Now as I said, it's off entirely. Thanks!

On Mon, May 27, 2024 at 7:24 AM Josefina Canil <josefina@3xfreedom.com> wrote:

Hi, the plunge is now off entirely. There's no power at all. The breaker box is fine. It's been checked out by a professional electrician.

Thanks

[Quoted text hidden]

[6NVV1E-NYE6V]

Josefina Canil <josefina@3xfreedom.com>

Wed, May 29, 2024 at 9:32 AM

30/5/24, 11:47

3x Freedom Mail - Fwd: [Plunge Support] Re: Call with Kasim Aslam

To: Plunge Support <support@plunge.com>

My unit no longer being under warranty is irrelevant given that this is a known and recurring issue for as long as I've had the unit.

You have had ten opportunities to "find a lasting solution".

I'm done wasting my time.

Please send a full refund immediately.

Or:

I'm filing a complaint with the Better Business Bureau
I'm filing a complaint with the attorney general's office
I'm filing a case in small claims court

Thanks

[Quoted text hidden]

Plunge Support <support@plunge.com>
Reply-To: Plunge Support <support@plunge.com>
To: Josefina Canil <josefina@3xfreedom.com>

Wed, May 29, 2024 at 1:49 PM

I understand this situation can be frustrating, and we really want to work with you to find a solution. There could be various reasons for the issue you're experiencing, and it's possible it might be related to your electricity. Let's collaborate to investigate all potential causes. We're committed to resolving this together, although issuing a refund isn't something we can offer at this time. Your patience and cooperation mean a lot to us, and we're here to support you every step of the way.

All the best,

Barry
Plunge Customer Support Lead
barry@plunge.com

On May 29, 2024 at 12:34:21 PM UTC, josefina@3xfreedom.com wrote:

My unit no longer being under warranty is irrelevant given that this is a known and recurring issue for as long as I've had the unit.

You have had ten opportunities to "find a lasting solution".

I'm done wasting my time.

Please send a full refund immediately.

Or:

I'm filing a complaint with the Better Business Bureau
I'm filing a complaint with the attorney general's office
I'm filing a case in small claims court

Thanks

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[6NVV1E-NYE6V]