PREPARED FOR A. THOMPSON - THOUSAND OAKS, CA

Inspection Report & Repair Estimate

Sub-Zero 532 built-in refrigerator/freezer • Inspected on site October 27, 2026

CLIENT	SERVICE ADDRESS	INSPECTION DATE	ESTIMATE
A. Thompson	9200 Hillcrest Drive, Thousand Oaks, CA 91360	October 27, 2026	SAMPLE
VALID THROUGH	**APPLIANCE**	**MODEL / SERIAL**	**NAMEPLATE**
November 10, 2026	Sub-Zero 532 built-in	532 / SAMPLE0000	115 V / 60 Hz • dated SEP 88
DIAGNOSTIC PAID	**CONTRACTOR**	**INSURANCE**	**LICENSE**
$145.00 on Oct 27, 2026	IFIX Appliance Repair LLC dba AERIA HVAC	Insured	

RECOMMENDED • OPTION 2 BALANCE

$1,445.00

Complete Repair & Maintenance at $1,590.00, less the $145.00 diagnostic payment already received.

OPTION 1 • ESSENTIAL REPAIR BALANCE
$650.00

DIAGNOSTIC CREDIT (OCT 27, 2026)
−$145.00

INSPECTION SUMMARY

Sample document, for illustration. Findings and prices are from a completed 2026 job; your report reflects your unit.

You asked us to inspect your Sub-Zero 532 because water was overflowing from the ice maker into the ice storage bin. During the visit, our technician diagnosed a malfunction in the ice-maker water supply and found three more maintenance and wear items: deteriorated door gaskets on both doors, heavy dust and debris in the condenser compartment, and a clogged fresh-food drain with water collecting inside the refrigerator.

In our technician's opinion, the refrigerator is in reasonable condition considering its age.

Our Recommendation

Repair and restore before deciding to replace

The issues found in this inspection can be corrected. We recommend Option 2, Complete Repair & Maintenance: it addresses every issue found and ends with operating checks, so a decision about replacement can be based on how the refrigerator performs after service.

YOUR TWO OPTIONS AT A GLANCE

WHAT IS INCLUDED	OPTION 1 • ESSENTIAL REPAIR	OPTION 2 • COMPLETE REPAIR & MAINTENANCE • RECOMMENDED
Ice-maker water-supply repair (your original concern)	Included	Included
Refrigerator and freezer door gaskets replaced	Not included	Included
Complete condenser cleaning and vacuuming	Not included	Included
Fresh-food drain line cleaned and restored	Not included	Included
Checks before we leave	Ice-maker fill and water-supply leak checks	Ice maker, door sealing and alignment, drainage, refrigerator and freezer operation
Total service price	**$795.00**	**$1,590.00**
Diagnostic credit (paid Oct 27, 2026)	**−$145.00**	**−$145.00**
Remaining balance	**$650.00**	**$1,445.00**

The $145.00 diagnostic payment was collected on October 27, 2026. It is credited once toward the option you approve and is not charged again.

INSPECTION FINDINGS

What we found on October 27, 2026

Sample document, for illustration. Four findings from the on-site inspection. Photographs are on page 4.

FINDING 1 · YOUR ORIGINAL CONCERN

Ice maker water supply malfunction

You reported water overfilling or leaking from the ice maker into the ice storage bin. Our technician diagnosed a malfunction in the ice-maker water supply and recommends replacing the affected water-supply assembly: the water inlet valve, the water fill tube and the necessary connections.

Based on your report and the technician's diagnosis. The overflow was not photographed; water filling and leak checks are verified as part of the repair.

Addressed by Option 1 and Option 2.

FINDING 2 · DOOR SEALS

Severely deteriorated door gaskets

The refrigerator and freezer door gaskets show tearing, deformation and sections separating from the door. A damaged gasket cannot seal the door properly. Our technician recommends replacing both gaskets as corrective work.

Based on the technician's inspection; see the photographs on page 4. They show the visible condition; air leakage was not measured.

Addressed by Option 2.

FINDING 3 · CONDENSER

Condenser contaminated with dust and debris

The mechanical compartment has significant accumulated dust and debris. The condenser releases the heat removed from the food compartments, and buildup restricts that heat transfer. Our technician performed a limited cleaning during the inspection; a full condenser cleaning and vacuuming is still required.

Based on the technician's inspection; see the photographs on page 4. Sub-Zero's published care guidance calls for cleaning the condenser every 6 to 12 months.

Addressed by Option 2.

FINDING 4 · DRAINAGE

Restricted refrigerator drain

Our technician found the fresh-food compartment drain clogged and water accumulating inside the refrigerator. This drain carries defrost water out of the compartment; while it is blocked, water stays inside.

Based on the technician's inspection. This condition was not photographed; drainage is verified after the drain line is cleaned.

Addressed by Option 2.

OVERALL ASSESSMENT

The nameplate is dated September 1988. In our technician's assessment, the issues found are maintenance and wear-related, and each one has a defined repair or service.

What this inspection did not include. This was a visual and functional inspection. The sealed refrigeration system was not tested and compartment temperatures were not measured, so this report makes no statement about them, and it cannot rule out faults that were not found during the visit. Refrigerator and freezer operating checks are part of Option 2.

OUR RECOMMENDATION

Repair and restore before deciding to replace

Two options. Option 2 is the one we recommend.

WHY REPAIR FIRST

Several maintenance-related problems at the same time do not, by themselves, mean a built-in refrigerator has to be replaced. Your Sub-Zero is integrated into the kitchen, and replacing it can involve a substantial investment and possible installation or cabinetry considerations.

Regular maintenance is important to reliable operation. When a refrigerator is otherwise serviceable, complete repair and restorative maintenance can be a sensible alternative to replacement.

OUR RECOMMENDED SEQUENCE

- Correct the original ice-maker water problem.
- Restore the damaged door seals.
- Clean the condenser to support proper heat rejection.
- Restore fresh-food drainage.
- Check operation before any decision to replace the refrigerator.

OPTION 1

Essential Repair

Ice Maker Water Supply System Repair. Addresses your original complaint.

- Replacement of the affected water-supply components
- Water inlet valve and fill tube service
- Necessary fittings and connections
- Installation and functional testing
- Verification of ice-maker water filling and water-supply leak checks

Does not include complete restorative maintenance or replacement of the door gaskets.

Total service price

$795.00

Remaining balance after the $145.00 diagnostic credit: $650.00

Option 2 • Recommended

Complete Repair & Maintenance

Everything in Option 1, plus:

+ Replacement of both refrigerator and freezer door gaskets

+ Complete condenser cleaning and vacuuming

+ Fresh-food drain line cleaning and restoration

+ Equipment adjustments within the scope of routine service

+ Door sealing and alignment checks

+ Refrigerator and freezer operating checks

+ Ice-maker fill and operation verification

+ Final inspection and documented completion checks

Parts, materials and labor for this defined scope are included in the service price.

Total service price

$1,590.00

Remaining balance after the $145.00 diagnostic credit: $1,445.00

> We cannot promise a specific number of additional years of operation, specific savings, or that no other faults will develop in an appliance of this age.

PHOTO EVIDENCE

What our technician photographed

Original field photographs, shown uncropped. The ice-maker overflow and the drain condition were not photographed.



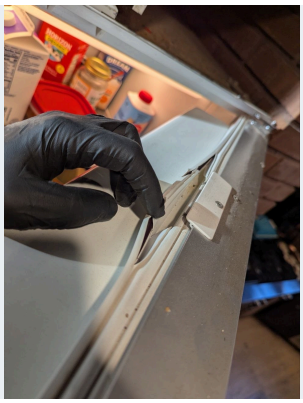
Debris buildup. Close view of accumulated dust and debris in the compartment.



Condenser compartment. Upper mechanical compartment with dust and debris on the components and surrounding surfaces.



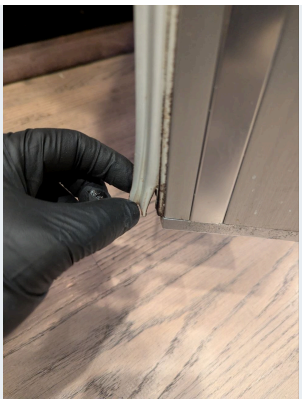
Debris near tubing. Dust and debris near the tubing on the condenser side of the compartment.



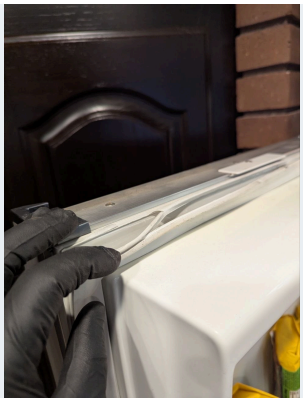
Gasket pulled from track. Gasket section pulled away from its mounting track along the upper door edge.



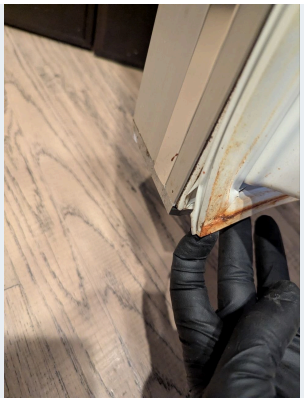
Gasket separation. Door gasket separating along a vertical edge.



Corner deformation. Lower gasket corner deformed and separating, with residue at the edge.



Gasket tears. Tears and deformation along the upper gasket edge.



Lower corner. Lower gasket corner with discoloration on the adjacent metal edge.

Photographs show the visible condition only; they do not measure air leakage, temperatures or refrigeration performance.

NEXT STEPS

Price, approval and what happens next

Sample document, for illustration. Choose Option 1 or Option 2.

ITEM	OPTION 1 · ESSENTIAL REPAIR	OPTION 2 · COMPLETE REPAIR & MAINTENANCE
Total service price (parts, materials and labor for the defined scope)	**$795.00**	**$1,590.00**
Diagnostic payment already received on October 27, 2026	**−$145.00**	**−$145.00**
Remaining balance	**$650.00**	**$1,445.00**

Recommended · Option 2 remaining balance **$1,445.00**

The diagnostic payment is not an outstanding charge. It is credited toward the repair you approve from this diagnosis, including a return visit with ordered parts.

To approve, reply to the email that delivered this estimate and name your choice, Option 1 or Option 2, or call or text (805) 429-8885. We are happy to answer questions about either option.

WARRANTY

90 days on our labor. Replacement parts carry the manufacturer's warranty.

SCHEDULING & PAYMENT

After you approve, we confirm the exact parts for serial number SAMPLE0000, order them and schedule the repair visit when they arrive. The remaining balance is due when the work is completed and checked; we accept check, Zelle and card.

What this estimate covers. Option 1 covers the ice-maker water-supply repair only; the door gaskets, condenser and drain are not addressed. Option 2 covers the complete scope on page 3. Neither option includes household plumbing or water-pressure corrections, replacement of the complete ice-maker assembly, door hinge or cabinet repairs beyond routine adjustment, or diagnosis or repair of the sealed refrigeration system. If a separate fault is found during the work, we stop, show you what we found and provide a separate estimate before any further work.

HOW WE VERIFY THE WORK BEFORE WE LEAVE

- Ice maker fills correctly, with no leaks at the valve, fill tube or connections (both options).
- New gaskets seat evenly and both doors close and seal (Option 2).
- Condenser compartment is clean and reassembled (Option 2).
- Water drains from the fresh-food compartment (Option 2).
- Refrigerator and freezer operating checks are completed (Option 2).
- Results are documented in your service record.

AERIA Refrigeration is an independent appliance service company. We are not affiliated with, authorized by, sponsored by, or endorsed by Sub-Zero or any appliance manufacturer; manufacturer warranty service should be requested through the manufacturer's authorized network. This estimate is based on the inspection performed on the date shown and is valid through the date on page 1. Prices include parts, labor and applicable taxes for the work described.