

G.348270

HEATHERINGTON

ON 93710R

# Fault Report

<b>FITTER NAME:</b> Scott Johnson	<b>FITTING DATE:</b> 29.01.25
Customer Name: Heatherington (Service call)	
Customer Ref: 348270	
Salesperson: Dave/Walker	Salesperson called: Yes/No
Blind Type and number: Motorised roller, Blind 6	
Problem fixed on site: Yes/No	
Fault Description: Battery not keeping its charge (starting to loose charge after 3 weeks). Customer thinks more of the batteries are the same but unsure as they charge them all together.	
Action to Correct:- Order 1 new Somfy Roll up 24 (check original order to confirm battery/motor) to replace blind 6, I've asked customer to only charge the blinds when they loose charge individually to determine if anymore batteries are defected. I would suggest if the customer calls and complains that more or all of the batteries are the same (to try and get new replacements for them while they are under warranty). maybe tell them the batteries get sent back to Somfy and analysed and if they aren't defected they will be charged for a new battery (this is only a suggestion check with management first).	