

S351274

Fault Report

| | |
|---|------------------------|
| Customer Name: Rae | Date: 10.11.22 |
| Customer Reference: 351274 | Fitter: Scott Johnson |
| Salesperson: Shaun Hanley | Salesperson called: No |
| Blind Type and number: Perfect roller, Door Right | |
| Fault Description: Perfect fit roller keeps clicking up and moving up slowly, only witnessed it clicking up not moving. | |
| Action to correct: On my first visit I changed the end caps and explained again how to correctly use them, second visit I've tried to adjust the position of the frame (this now doesn't look level with the UPVC frame), going to see if this works, if not we may need to send it back to be looked at. | |
| Problem fixed on site: Maybe | |
| Further action required: Wait to see if the customer calls | |