

G 360619  
Atkinson TR  
0210484421

# Fault Report

Customer Name: Atkinson	Date: 04.07.25
Customer Reference: 360619	Fitter: Scott Johnson
Salesperson: Dave SERVICE CALL	Salesperson called: Yes/No
Order Inputting Error	Mismeasure
Production Error	Supplier Error
Fitting Error	
Problem fixed on site: Yes/No	
Blind Type and number: Wood venetians, Bay	
<p>Fault Description: Bottom bar is turning on a 45% angle when tilting the blinds closed. Blind 2 will not stay closed it gradually reopens overnight. Customer is not happy that blind 3 is shorter than blind 1, When measured and installed there was a BT box on the window this has since been removed, Customer said this was discussed with Dave at the appointment, there is nothing on the paperwork and Dave cant recall the conversation. See images on separate email.</p>	
<p>Action to correct: I believe the webbing is too tight on the bottom bars I've tried to loosen it but there is not enough excess webbing. Remake all Blinds, Blind 3 should be the same width as blind 1, if you are able to remake it bigger to please the customer.</p>	