

1x box
ASTALL

- f.o.c | warranty

CP Interiors
Rue des Pres. Tr. Est. 28
St. Saviour
JE2 7QN Jersey
Jersey

INVOICE NO. UK-2200892

Customer	Inv. date	Order	TAX no.	Page
134872	31.10.22	60/15166	GB126326432	1

Order details	Delivered	Unit Price	%	Net
Ref.60/15166 dd. 29/09/22 SAV/220600014 ASTALL S6026016 Transmission motor right Panovista 61000999 Technical warranty Screens PAYABLE 30 DAYS END OF MONTH The delivery and payment terms are an integral part of our contract. See next page or visit www.rensonuk.net/terms-and-conditions.html Free of VAT, art.39 § 1 Code VAT, Export	1 1	326,19 326,19-		GBP 326,19 GBP 326,19-
<p>RECEIVED 04 NOV 2022 SCANNED</p> <p>DB WALL 31/10/22</p>				

TOT. GOODS	%	Sales TAX	AMOUNT DUE
0,00		0,00	*****0,00 **GBP

Sender (seller / exporter)

Renson Fabrications Ltd.
 Units 1 -5 Fairfax
 Bircholt Road
 Parkwood Ind. Est.
 me159sf
 Maidstone
 GB
 VAT: 0

 Dave Wall
 +441622754123
 dwall@rensonuk.net

Invoice

Invoice number	
Shipping date	2022-10-31
Shipping number	226462751
Currency	GBP
Reason for export	repair
Incoterms®	DAP - Delivered At Place

Receiver (buyer / importer)

C P INTERIORS
 LA RUE DES PRES TRADING ESTATE
 ST. SAVIOUR
 JE27QN
 JERSEY
 GB
 VAT: 0

 01534 768141

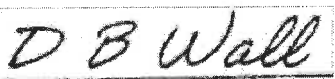
Deliver to

Same as Receiver

Quantity	Unit Weight (kg)	Total Weight (kg)	Description of articles	HS tariff Code	Location of manufacture	Unit value	Total value
1	1.8	1.800	MOTOR	84839089	United Kingdom		1
Total weight (kg)		1.800	Total number of packages	1	Total value of articles		1
Additional information (e.g. Hazardous details, EORI number, etc)						Discount	
						Freight costs	
						Insurance costs	
						Additional costs	
						Total amount	1.0

Export declaration

I declare that the information on this invoice is true and correct.

Shipper name	Date	Shipper's signature
Dave Wall	31 Oct 2022	

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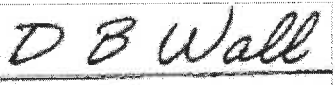
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Dave Wall	31 Oct 2022	

Scott Ruderham

From: Emma Vandebroucke (Support) <service@renson.be>
Sent: Thursday, 29 September 2022 11:16
Cc: Office; Ben Reed; Jacqui Jepson
Subject: screens/urgent 3/CP Interiors/Astall

Follow Up Flag: Follow up
Flag Status: Completed

##- Please type your reply above this line -##

You are registered as a CC on this request (51366). Reply to this email to add a comment to the request.



Emma Vandebroucke (Renson Service)

Sep 29, 2022, 12:15 GMT+2

Dear Leeana,

Our sincerest apologies for the delayed response.

On the picture of the hexagonal axis, it seems that the wheels indeed are not entirely connecting.

As it is not possible to be sure what the cause is in this case, we will provide a new hexagonal axis to be installed under warranty.

The hexagonal axis will be delivered as soon as possible with our reference 60/15166 - SAV/220600014 ASTALL.

Enclosed you can find the installation instructions once again, should it be needed.

With this new axis, the 'jumps' should be gone and the screen should run smoothly again.

Kind regards,

Emma Vandebroucke

Renson Service

<https://service.renson.eu>

Attachment(s)

Montage_Panovista_DE_EN.pdf



Leeana Taft

Aug 30, 2022, 17:19 GMT+2

Hi

are the attached photos helpful? Also attached is original order confirmation with warranty number.

If you need more photos or video we will need to return to site

Thank you

Leeana Taft
Director



Tel: (01534) 768141 www.cpinteriors.ie
Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QP

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior
Design | Project Management

Attachment(s)

[Astall blind fault.jpeg](#)

[Renson order confirmation.pdf](#)

[~WRD0339.jpg](#)

[Astall.jpeg](#)



Emma Vandenbroucke (Renson Service)

Aug 30, 2022, 15:00 GMT+2

Dear Leeana,

Thank you for the additional information.

The video has been analysed by our product specialist for Panovista and the assumes that there will probably be an issue with the hexagonal axis in the box.

When the wheels are not connected entirely, the teeth can wear off, causing the screen to 'jump'/skip a turn.

As the hexagonal axis differs when the motor is placed left or right in the screen, we need to receive the warranty number of the screen that causes problems in order to provide the correct piece.

To be sure that the issue comes from the hexagonal axis, we would also like to receive a picture/video of this piece while the screen is working (can be made by opening the service hatch).

Concerning the order 60/14779, we cannot provide a credit note as this order isn't linked to any complaint, but was ordered with a regular order.

Thank you in advance for your understanding and cooperation.

Kind regards,

Emma Vandenbroucke

Renson Service

<https://service.renson.eu>



Leeana Taft

Aug 23, 2022, 09:50 GMT+2

Hi

I have attached the original delivery note.

We were unable to attached the angle piece because the screens are at different heights.

The screens continue to jump to different levels.

Please advise how to resolve this issue.

Also, please can you credit the invoice 2200627 for the angle piece as this is under warranty and not chargeable.

Many thanks

Leeana Taft

Director



Tel: (01534) 768141

www.cpinteriors.je

Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QP

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

Attachment(s)

[~WRD0000.jpg](#)

[Renson Delivery Note SO8697 Brickowski.pdf](#)



Emma Vandenbroucke (Renson Service)

Aug 12, 2022, 12:43 GMT+2

Dear Leeana,

Would it be possible to provide us the warranty number of the screen or the webid of the order?

Now the complaint is registered on the order of the angle piece, but we would need to have the details of the original screen to check what could be the cause of the one side to 'jump'.

I also noticed on the video that the angle piece is not attached and both sides are not at the same level.

Does the screen keeps on doing this?

And is it always at the same height and only this once as we can see in the video?

Thank you in advance for the information.

Kind regards,
Emma Vandenbroucke

Renson Service
<https://service.renson.eu>



Leeana Taft

Aug 10, 2022, 15:15 GMT+2

Applicant

Leeana Taft
CP Interiors
01534768141
Leeana@cpinteriors.je

Your reference

Astall

Language

en

Order url

<https://www.renson-ereps.com//OrderInformationPage.aspx?OrderID=1926002>

Priority

urgent

Renson warranty number

Panovista - UK.60/14779

Defect/type of problem

functional

Files

[Download file 1](#)

Problem description

The fabric is jumping on one side when lifted so that the fabrics are then out of line.

Type of Construction site
residential

This email is a service from Renson Service. Delivered by [Zendesk](#)