



Invoice

Date	Invoice #	Terms
27th August 2021	9193	14 days

Invoice To
C P Interiors Unit 28 Rue des Pres Trading Estate St Saviour, JE3 7QN

Job Address
Alex Rioda Le Potager La Rue du Coin St. Ouen JE3 2LJ

§

DESCRIPTION	Qty	Rate	Amount
Labour	1	£42.95	£42.95
10/08/21 - To investigate reported issues with Velux windows & pass information for parts & repairs to CP Interiors.			
Thank you for using Risley Electrical Ltd		Subtotal	£42.95
		GST 5%	£2.15
		Total	£45.10

Payment can be made by cheque payable to Risley Electrical Ltd or by bank transfer to:

Account Name: Risley Electrical Ltd

Sort Code: 60-12-03

Account No: 27047040

Heather Veal

Can we get any conversion kits for solar or electric this year.

From: Fiona Potts
Sent: 12 August 2021 12:39
To: Sales; Home
Cc: Adrian Colston-Weeks
Subject: Fw: Le Potager Velux Works

This is linked to SO12100
Thanks
Adrian is included

From: Risley Electrical Limited (Davina Walker) <messaging-service@post.servicem8.com>
Sent: 12 August 2021 12:36
To: Fiona Potts <Fiona@cinteriors.je>
Subject: Le Potager Velux Works

Hi Fiona,

Further to our visit to the above address to investigate the issues with their Velux windows, please see the following list of parts required to carry out repairs.

We recommend that the client contacts Pentagon customer service & purchases the parts required directly with them as we do not have an trade account with them & on investigation online, the parts seem to be unobtainable currently. Pentagon also have a team of recommended repair contractors so perhaps they can handle the whole job themselves but if not we'd be happy to assist once the parts have been obtained.

There are six windows that require new motors, power supplies & remote, two in the kitchen, two in the lounge & two in the hallways & existing parts are as follows;

- 6 x window actuators WMG5205101
- 6 x power supplies WLC1005404
- 1 x remote control

Feel free to get in touch if you have any questions.

ALEX RIDDIA

CHECK IN END OF

YEAR/NEXT YEAR.

All the best

Scott

07797 796556



Heather Veal

From: customer.support@velux.co.uk
Sent: 14 August 2021 07:03
To: Home
Subject: Re: [Ticket: 2815605] order SO12100 Rioda
Attachments: How to Locate Window Code 17.09.2018.pdf

Good Morning Heather

Thank you for contacting VELUX.

Codes - WMG 520 51 01 36AM09B manufactured September 2002

WLC 100 54 04 35AM08B manufactured August 2002

DGL 12AP03B manufactured March 2004

Regarding the above codes, these systems were our old infrared systems which we no longer manufacture spare parts for. The complete electrics will need to be removed from the window and replaced using out conversion kits.

Global shortages of raw materials continue to cause disruptions across the entire building industry. There is a global shortage of semiconductors which will have an impact on all VELUX INTEGRA® blind products/conversion kits and cause delays in production and delivery during the second half of 2021.

We have made the decision to temporarily close the sales of all electrical and solar-powered blinds/conversion kits. We are working hard to make these products available again soon.

You also mention solar-powered windows, from the codes, these products are all electric except the DGL which is battery operated, can you please provide the codes of the solar-powered windows, so we can check the production year and advise if any parts are available. I have enclosed a guide illustrating how to obtain these window codes.

Please do not hesitate to contact us for further assistance.

Kind Regards,

Sophie Thomson

VELUX Customer Services

VELUX Company Ltd

Woodside Way
Glenrothes
Fife
KY7 4ND

Contact Centre Opening Hours:

Mon - Thu 09.00 - 16.00

Fri 09.00 - 12.00

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Looking for further inspiration and even more choices?

Browse the **NEW**VELUX® online extended brochure [here](#).

Please consider your environmental responsibility - think before you print!

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To: customer.support@velux.co.uk
Subject: order SO12100 Rioda

Attention! This message originated outside of VELUX.

Good afternoon

We need the following parts. If you could please arrange for them to be sent.

4 x windows are solar powered.

6 x window actuators WMG5205101

6 x power supplies WLC1005404

3 x remote control





14:37



< Diary

6 of 7



Kind regards

Heather

Heather Veal
Interior Design Advisor
home@cpinteriors.je



CP INTERIORS

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