

19-10-23

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## Scott Ruderham

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**From:** Scott Ruderham  
**Sent:** Tuesday, 19 September 2023 14:26  
**To:** aftersales  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Kieran

Thank you for confirming a re make will be issued of the mullion.  
If you can please let me have Stuart's contact information that would be great and a quick as possible dispatch.

Many Thanks  
Scotty

**From:** aftersales <aftersales@aluco.co.uk>  
**Sent:** Tuesday, 19 September 2023 14:21  
**To:** Scott Ruderham <scott@cpinteriors.je>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Scott,

Thank you for your patience.

I have arranged for a remake mullion (37mm bar) - to be processed and sent out via CSM.

Unfortunately, this may take a little longer as we need to work out routing details. I'm away in London exhibiting at the excel from tomorrow to Sunday.

Please contact Stuart if you require any updates on this.

Kind Regards,

**Kieran**

**Technical Sales**

**Aluco**  
Kestrel Place  
Hinchingsbrooke Business Park  
Huntingdon  
Cambs  
PE29 6FQ

**Tel:** 01480 436578

**Email:** [aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)

**Website:** [www.aluco.co.uk](http://www.aluco.co.uk)

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**From:** Scott Ruderham <[scott@cpinteriors.ie](mailto:scott@cpinteriors.ie)>  
**Sent:** 19 September 2023 09:17  
**To:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Cheers Kieran  
I look forward to your response

Regards  
Scotty

**From:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Sent:** Tuesday, 19 September 2023 09:15  
**To:** Scott Ruderham <[scott@cpinteriors.ie](mailto:scott@cpinteriors.ie)>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Scotty,

Thank you for your email.

I'm just awaiting confirmation to see if it's possible to swap over the mullion without taking the entire frame apart as well as deglazing.

Kind Regards,

**Kieran**

## Technical Sales

### Aluco

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Hinchingsbrooke Business Park  
Huntingdon  
Cambs  
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Tel: 01480 436578

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**From:** Scott Ruderham <[scott@cpinteriors.ie](mailto:scott@cpinteriors.ie)>

**Sent:** 19 September 2023 09:11

**To:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>

**Cc:** Adrian Colston-Weeks <[Adrian@cpinteriors.ie](mailto:Adrian@cpinteriors.ie)>; Leeana Taft <[Leeana@cpinteriors.ie](mailto:Leeana@cpinteriors.ie)>; Ben Reed <[Ben@cpinteriors.ie](mailto:Ben@cpinteriors.ie)>

**Subject:** FW: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Kieran

Can this please be confirmed asap? My client is moving in to the property and we need to finish the job.

Thanks

Scotty

**From:** Scott Ruderham  
**Sent:** Monday, 18 September 2023 09:30  
**To:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Cc:** Ben Reed <[Ben@cpinteriors.je](mailto:Ben@cpinteriors.je)>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Kieran

We have been to site assessed the damage again and my installation manager Ben has advised the centre piece that is damaged can be removed.

We cannot get it repaired, nowhere in Jersey is capable of powder coating or repair, we have explored all options.

Can you please send us a new centre section piece? We can then re construct and will save the cost of a whole new door/frame.

Please can you confirm this asap?

Thanks  
Scotty  
Cp Interiors

---

**From:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Sent:** Wednesday, 13 September 2023 12:08  
**To:** Scott Ruderham <[scott@cpinteriors.je](mailto:scott@cpinteriors.je)>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Scotty,

Thank you for your email.

It's very difficult for us to find a solution in Jersey to fix the damage to the powder coating.

Would you not be able to deglaze the frame and drop off to your local powder coater to respray the damaged area, which I imagine would be the quickest fix due to location?

Kind Regards,

**Kieran**

**Technical Sales**

---

**Aluco**  
Kestrel Place  
Hinchingsbrooke Business Park  
Huntingdon  
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**From:** Scott Ruderham <[scott@cpinteriors.ie](mailto:scott@cpinteriors.ie)>  
**Sent:** 12 September 2023 09:58  
**To:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Cc:** Adrian Colston-Weeks <[Adrian@cpinteriors.ie](mailto:Adrian@cpinteriors.ie)>; Ben Reed <[Ben@cpinteriors.ie](mailto:Ben@cpinteriors.ie)>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Kieran

I have phoned Monarch – Lee ... he has said this is not something he can do, it would need to be re powder coated. As mentioned, we have one powder coater in Jersey and the door is far too big to remove and re powder coat, and no magic man here locally, therefore we cannot get this repaired.

I am stuck for a solution. I will need Aluco to raise this please if no other options as a replacement door, unless you can arrange for your magic man to come over to Jersey and resolve?

Can you please let me know as soon as possible how Aluco can help to get this resolved?

Kind Regards  
Scotty

CP Interiors

**From:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Sent:** Monday, 11 September 2023 12:25  
**To:** Scott Ruderham <[scott@cpinteriors.ie](mailto:scott@cpinteriors.ie)>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Scott,

I would need to get this authorised once we hear back from you with the quoted price.

Kind Regards,

Kieran

**Technical Sales**

**Aluco**

Kestrel Place  
Hinchingsbrooke Business Park  
Huntingdon  
Cambs  
PE29 6FQ

**Tel:** 01480 436578

**Email:** [aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk) **Website:** [www.aluco.co.uk](http://www.aluco.co.uk)



The advertisement banner features the Aluco logo and 'Steel Look Collection' text on the left. The right side shows a house with large windows and doors, with the text 'EXQU BEST WIND DOORS SCR'. Below the main banner is a dark bar with white text listing product types: 'Interior • Exterior • Single & Double Doors • Sliding & Pocket Doors • Screens & Partitions • Bi-folding Doors • V'. Below this is a section for the 'NEW CENTRAL LONDON SHOWROOM OPEN NOW' with a logo and opening hours: 'Mon - Fri: 9am - 6pm Sat/Sun: Closed'. To the right of this section is the 'BUILDING CENTRE' address: '26 Store Street, London WC1E 7BT' and the 'Stand Location Lower Ground Level'. A small image of a building is on the far right.

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**From:** Scott Ruderham <[scott@cpinteriors.je](mailto:scott@cpinteriors.je)>  
**Sent:** 11 September 2023 08:43  
**To:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Cc:** Ben Reed <[Ben@cpinteriors.je](mailto:Ben@cpinteriors.je)>  
**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Kieran

I can try this, will Aluco be taking care of any additional costs to us – please can you confirm?

Thanks

Scotty

**From:** aftersales <aftersales@aluco.co.uk>

**Sent:** Monday, 11 September 2023 08:41

**To:** Scott Ruderham <scott@cpinteriors.je>

**Subject:** RE: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi Scott,

There is a company called Monarch Window Doctor in St Helier, Jersey.

We would recommend contacting them for a quotation - 01534 505838/07797 728053

They may need to do a site inspection prior, to access the damage.

Kind Regards,

**Kieran**

**Technical Sales**

**Aluco**

Kestrel Place

Hinchingbrooke Business Park

Huntingdon

Cambs

PE29 6FQ

**Tel:** 01480 436578

**Email:** [aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)

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**From:** Scott Ruderham <[scott@cpinteriors.ie](mailto:scott@cpinteriors.ie)>  
**Sent:** 06 September 2023 16:57  
**To:** aftersales <[aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)>  
**Cc:** Adrian Colston-Weeks <[Adrian@cpinteriors.ie](mailto:Adrian@cpinteriors.ie)>; Ben Reed <[Ben@cpinteriors.ie](mailto:Ben@cpinteriors.ie)>  
**Subject:** FW: FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi

I have heard nothing today in response to the issue below reported with the powder coating arriving marked on the frame.

I do require an immediate solution please.

I look forward to hearing from you.

---

Kind Regards

Scotty

CP Interiors

**From:** Scott Ruderham  
**Sent:** Tuesday, 5 September 2023 11:27  
**To:** [aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)  
**Cc:** Adrian Colston-Weeks <[Adrian@cpinteriors.ie](mailto:Adrian@cpinteriors.ie)>; Ben Reed <[Ben@cpinteriors.ie](mailto:Ben@cpinteriors.ie)>  
**Subject:** FAO Kieran .. FW: SO14280 Santos Costa - Issue with Product

Hi I just spoke to Kieran regarding this issue and he asked me to find out the following:

I can confirm it is just the top layer of powder coating that has been removed/damaged on arrival no dents or chips. I have asked my team and the white mark or fade around the area was like this on arrival, seems to be a dirt or dusty mark.

We have no access in Jersey to a magic man as such to my knowledge and our powder coater does not have the equipment to attend site and spray / touch up, only access at his premises for single pieces we deliver via his oven.

I will look forward to hearing back regarding a solution.

Thanks,

Scotty  
CP Interiors

**From:** Scott Ruderham  
**Sent:** Tuesday, 5 September 2023 08:39  
**To:** [aftersales@aluco.co.uk](mailto:aftersales@aluco.co.uk)  
**Subject:** FW: SO14280 Santos Costa - Issue with Product

Good Morning I just spoke to Gabby at Customer Service Team who advised me to forward here for your attention.

Many Thanks

Scotty  
CP Interiors

**From:** Scott Ruderham  
**Sent:** Friday, 1 September 2023 13:55  
**To:** sales@alucoaluminium.com  
**Cc:** Ben Reed <Ben@cpinteriors.je>  
**Subject:** SO14280 Santos Costa - Issue with Product

Dear Aluco Team

Please can you review the attached photo of a product we are installing today (order conf attached)

During the fitting process we have noted damage to the black frame works.  
Please can you review and advise on a solution asap?

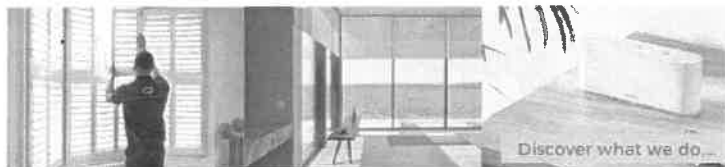
Kind regards,

*Scotty*  
Ruderham

Logistics/Customer Care  
scott@cpinteriors.je



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