

1-9-25

S-CRAFT

2 x boxes

SCD251124173

(SO 16496

POWER

RECEIVED

01 SEP 2025

SCANNED

Scott Ruderham

From: S:CRAFT Support <support@s-craft.co.uk>
Sent: 28 July 2025 15:44
To: Scott Ruderham
Subject: Re: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173 *power*

Hi Scott,

We have requested 4 new motors and a new hub for you.

Please can you arrange to send the faulty equipment back so I can send back to the factory when you have received the replacements.

Kind Regards,

Kerrie

SUPPORT TEAM

Technical Support Team



Support@s-craft.co.uk



www.s-craft.co.uk

From: scott@cpinteriors.je

Date: 25/07/2025 08:51

To: support@s-craft.co.uk

Cc: ejones@s-craft.co.uk, mduwell@s-craft.co.uk

Subject: RE: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

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Hi Kerrie

Thank you for the response.

Yes please, if we can get the new motors sent, we are sure that is the issue, and some feedback from Mark it will be appreciated.

Look forward to hearing from you

Scotty

Scott Ruderham

From: S:CRAFT Support <support@s-craft.co.uk>
Sent: 24 July 2025 16:26
To: Scott Ruderham
Cc: Emma Jones; Mark Duwell
Subject: Re: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

Hi Scott,

I'm really sorry to hear this, I have send Mark Duwell a message to see if he has any advice but it does seem like you will need 4 new motors.

Once I have some more information from Mark, we can look at next steps.

Kind Regards,

Kerrie

From: scott@cpinteriors.je
Date: 23/07/2025 13:12
To: support@s-craft.co.uk, ejones@s-craft.co.uk
Cc: arolph@s-craft.co.uk
Subject: FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

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Good Afternoon S Craft

I have to advise of the following regarding this order:

We requested a remake of the kitchen blind due to issues reported – we fitted this today and is great, thank you! But there is still trouble with the 4 x Sunlounge blinds.

We reported previously that the blinds were not pairing to the remote and you sent us a replacement remote. We tried to program today and are having issues still.

I have attached videos for you to review.

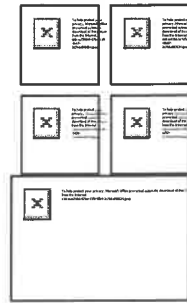
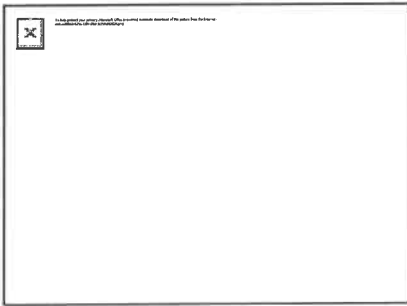
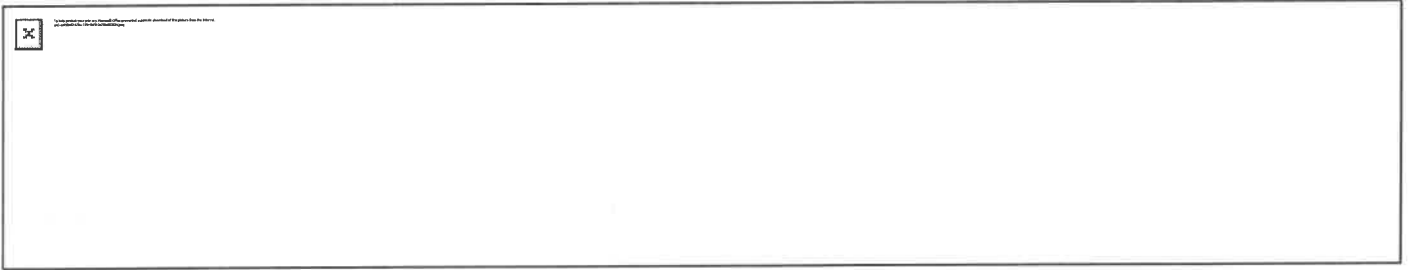
SUPPORT TEAM
Technical Support Team



Support@s-craft.co.uk



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From: scott@cpinteriors.je
Date: 12/05/2025 14:18
To: support@s-craft.co.uk
Subject: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors

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Good Afternoon

We have been fitting blinds this afternoon which we received and my fitter has advised he phoned your tech support team as he was having an issue with two of the blinds for the living room – which are not pairing on the remote control, not working.

Can you please review the order / video and advise on how this can be resolved?

Many Thanks