

2-3-26

psu - 4xboxes

weird

SO17453 AP integers x1 (for  
Stack)

SO17392 tower x1

SO17160 item x2

endcaps + base

## Configuration details

weinor Ltd 73 Cornhill EC3V 3QQ London

### C P Interiors

**Rue Des Pres Trading Estate  
GB-JE2 7QN St Saviour Jersey**

reference: Compl. to Hern PROCEED/ SO17160 Hei  
 Your order no.:  
 weinor customernumber: 165708  
 creation Date: 06.02.2026  
 weinor pers. in charge: Tea Evers  
 phone / fax number: +49-221-59709-450  
 representat.: Chris Spickett  
 tel (representat.): 0044 ( 0) 7894443907

pos	quantity	article	price
		Dear Sirs, We are preparing the replacement below for delivery. We have closed the complaint.	
1	1	weinor Ersatzteile Gelenkarmmarkise	128,00
		Data of previous unit : 1	
		Sales order : 202528681 vom 19.01.2021 00:00:00 / Kommission Hern SO11054	
		Posn. of the sales order : 1 1894 Opal Design II LED	
		basic data : 1	
		Base colour : WT029/60740 Marrone 04 Metallic	
		Spare parts set plastic parts left side : yes	64,00
		Spare parts set plastic parts right side : yes	64,00
		miscellaneous : 1	
		value of goods	128,00
		discount amount / %	128,00 / 100,00
		net	0,00

weinor Ltd  
73 Cornhill  
GB-EC3V 3QQ London  
weinor.com

Managing Director:  
Tim Földner  
General partner:  
Weinor Beteiligungs-GmbH  
Köln

VAT no.: 335 2381 16  
Company no.: 12193066  
UTR no.: 33431 24084  
EORI no.: GB335238116000

**Domestic transfers:**  
Commerzbank London  
Sort Code: 406201  
Account Number: 307 537 10

**International transfers:**  
Commerzbank London  
IBAN: GB51 COBA 4062 0130 7537 10  
Swift: MIDLGB22 a/c COBAGB2X

## Scott Ruderham

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**From:** Tea Evers <Tevers@weinor.de>  
**Sent:** 09 February 2026 08:41  
**To:** Scott Ruderham  
**Subject:** 2602-K-00051 URGENT !!!!!!! SO17160 Hern - frame issue - no cut out for lights [#2337290] #p

Morning Scotty,

Thank you for your email.

I have already created a spare profile, but I need some additional information from the product specialist to avoid making the same mistake again. He has been informed accordingly, and I am currently awaiting his update.

I will release the order directly and inform our production team to proceed with manufacturing and dispatch as soon as I receive confirmation from the product specialist.

Yours sincerely,

Tea Evers

CustomerCenter | Team Reklamation



Awnings Patio roofs Glasoases®

weinor GmbH & Co. KG  
Mathias-Brüggen-Straße 110  
50829 Cologne (Germany)

Telephone: +49-221-59709-450  
E-Mail: [TEvers@weinor.de](mailto:TEvers@weinor.de)

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[www.weinor.com](http://www.weinor.com)

Registered office of company:  
Mathias-Brüggen-Straße 110, 50829 Cologne  
Cologne district court (Amtsgericht Köln) HRA 5676

General partner:  
weinor Beteiligungs GmbH  
Mathias-Brüggen-Straße 110, 50829 Cologne  
Cologne district court (Amtsgericht Köln) HRB 4661

Managing Director:  
Tim Földner, Urs Neuhauser

The content of this E-mail is exclusively intended for the recipient/s named in the E-mail. If you do not belong to the group of recipients, we kindly request you to inform us of the erroneous dispatch to you by returning this E-mail. Thank you very much!

You can find our mandatory information according to Art. 13 or 14 of the EU General Data Protection Regulation (EU-GDPR) on our homepage under [EU-GDPR](#). We are also happy to send you the respective information by post upon request. Should you have any questions relating to data protection, please also feel free to refer to [datenschutz@weinor.de](mailto:datenschutz@weinor.de) by E-mail.

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**Scott Ruderham**

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**From:** Scott Ruderham  
**Sent:** 06 February 2026 11:38  
**To:** Tea Evers (service@weinor.de); William Abbott (WAbbott@weinor.de)  
**Cc:** Leeana Taft; Ben Reed  
**Subject:** URGENT !!!!!!! SO17160 Hern - frame issue - no cut out for lights  
**Attachments:** Hern profile.jpeg; 1 pair end caps required.jpeg; Hern base - no light cut outs.jpeg; Reference: Hern SO11054, order: 202528681, complaint: 2509-K-00277 [#2298621] #p; 572728\_Offer151203109.pdf

Hi Will / Tea

We have a problem with the below order **Ref: HERN**

We have received the parts there are issues as listed below:

1. The frame you have sent has no cut out for lights – we will require the frame to be remade please – I have attached photos of the frame/base and profile showing no holes/cut outs for the lights.

This is mega urgent – we are being expected on site next week.

2. End cap pair – pictured in attachments – the fitters have broken one today so can you please send a pair with the replacement base?

Kind regards,

*Scotty*

Ruderham

Logistics/Customer Care  
scott@cpinteriors.je



Unit 28 Rue Des Pres Trading Estate  
St Saviour  
Jersey  
JE2 7QN  
01534 768141 | [www.cpinteriors.je](http://www.cpinteriors.je)  
 



With our CP Price promise, we will beat any quote by 5% \*\*  
\*\* On like for like products only

Recording check

weinor Ltd 73 Cornhill EC3V 3QQ London

C P Interiors

Rue Des Pres Trading Estate  
GB-JE2 7QN St Saviour Jersey

reference: trower kubata  
Your order no.: SO17392  
weiner customer number: 165708  
creation Date: 31.01.2026  
weiner pers. in charge: William Abbott  
phone / fax number: +49-221-59709-472  
representat.: Chris Spickett  
tel (representat.): 0044 ( 0 ) 7894443907

pos	quantity	article	price
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1	1	weiner Kubata	4.555,00
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- Product use : private house ✓
- width (mm) : 6000 mm ✓
- Projection [mm] : 3000 mm ✓
- Anzahl Arme : 2 Piece
- With Back plate : No
- selection punching in Back plate : above/middle ✓
- Basic colour : WT029/10797 Approx. RAL 9010
- real-design : WE4-679 ✓
- Glue fabric? : no, sewn fabric
- colour of thread Saba : RAL 7001 Silver grey
- type of control : Remote-controlled motor IO Homecontrol
- Side of control (seen from the front) : right ✓
- control : hand transmitter Situo 1 to II by weiner ✓
- Somfy radio wind sensor io : with Somfy Eolis 3D WireFree io; white housing ✓
- insulation [mm] : 0 mm
- bracket type 1 : wall bracket 285mm
- number of brackets 1 : 2 Piece
- Bracket type 2 : wall bracket 85 mm compl.
- No. of brackets 2 : 1 Piece
- FB1 Force 1 per fixing point : 1958 N
- M = Torque per folding arm : 928 Nm
- rear wall punching : standard
- Bracket position KS 1 left [mm] : 460 mm
- bracket position KS 1 right [mm] : 460 mm
- bracket position KS 2 left [mm] : 670 mm

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IBAN: GB51 COBA 4062 0130 7537 10  
Swift: MIFLGB22 a/c COBAGBZX

Recording check

weiner Ltd 73 Cornhill EC3V 3QQ London

customer: 165708 reference: trower kubata

pos quantity article price  
bracket position KS 2 right [mm] : 670 mm  
bracket position KS 3 [mm] : 2855 mm  
arm position A1 left : 550 mm  
arm position A1 right : 550 mm  
Cardboard container : edges reinforcement  
weight : 127 kg

pos	quantity	article	price
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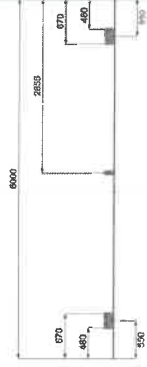
			4.555,00
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isometric view



Position 1 - exterior view (images similar)

bracket positions



Tawara checked  
3/01/26

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