

# Geberit AquaClean

## Request For Call Out

TO: Mark Piddlesden

COMPLAINT NUMBER:

1310011105

FROM: GEBERIT TECHNICAL DEPARTMENT

DATE CUSTOMER CONTACTED:

DATE: 21.04.2017


DATE & TIME VISIT IS ARRANGED:

CUSTOMER NAME, ADDRESS AND TELEPHONE No.	UNIT DETAILS	
Mr. Mr McMorrow Flat A 110 Sylvan Avenue HARINGEY, LONDON N22 5HY GREAT BRITAIN  Tel.:0077255 86509 / 0077255 86509	Type	AqC 8000plus AP Care fl-st w-a GB
	Model	185.200.11.1
	Serial	ED1608GB192589
	Installation Date	11.01.2017
Please confirm customer details and unit details at time of booking.		

<b>FAULT DIAGNOSTIC</b>	Complaint of User Detection Faulty, unit is I/W - Toc stated via email and invoice from office to HSM Environmental
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Engineer to complete:

ENGINEER REPORT AND COMMENTS:
Complaint of possible faulty user hinge however at time of visit unit was working correctly, apart from needing nozzle cleaner and carbon filter.
As per pictures included with report the unit is directly in the shower area and disabled end user states that toilet gets absolutely soaking wet after every shower.
End user states that loss of functions is intermittent and obviously occurs after the shower has been used. In my opinion the unit has been installed in the wrong place and this in turn us creating loss of functionality. Also the front cover has been completely sealed with mastic and an extra raised plinth has been put around the lower skirt and sealed in. We would not be able to carry out any repairs to the unit unless this is all removed. No repair carried out. Job complete
Invoice to be raised from office:
Callout:£95.00+vat
Invoice total:£114.00

Engineer Name	M. Piddlesden	Engineer Signature	
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PARTS USED (Please refer to Spare Parts List)	PART NUMBER	PART FAULT DESCRIPTION
Engineer to complete:	Engineer to complete:	Engineer to complete:

CUSTOMER PRINT NAME	CUSTOMER SIGNATURE	TOTAL TIME FOR VISIT (MIN's)