

**Mr.McMorrow
Flat A 110 Sylvan Avenue
HARINGEY, LONDON
N22 5HY
GREAT BRITAIN**

Dear Mr McMorrow

We are writing to you with regards to our site visit REF 1310011105

Unfortunately, the cause of the fault was found to be the positioning of the Aqauclean with in the bathroom, this has been caused by unsuitable installation. We are unable to repair or offer a warranty for this unit until the installation is rectified. A copy of the engineer's report is enclosed.

Following the site visit Geberit contacted LQG group and HMS environmental ltd and reported our engineer's findings. Please find enclosed a copy of our communication and copy of electrical recommendations and bathroom zoning supplied.

Should you need any further support please get in touch

Sincerely

Timothy Armstrong
Technical Engineer
01926 516800

Geberit Sales Ltd.
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