

Carol Barlow

From: Customer Service <customerservice@chamberlainanz.com>
Sent: Monday, 25 May 2020 1:40 PM
To: Carol Barlow
Subject: Chamberlain Service Closure 00124310

Chamberlain Service Closure

SERVICE CLOSURE CASE #00124310

Hello Carole Barlow,

Chamberlain has closed your service request

Customer Name: David

Customer Address: 68 - 70 The Horsley Dr, CARRAMAR NSW 2163

Product: HDHWFFHR

Fault: 58016FFH - Holding magnet not holding - new install, 2400mm door height.

Phone Domanic 0417528785 for access. Building site. Check exact model number when on site

Resolution: Changed PRODUCT to HDHWFFHR. Holding magnet faulty. I attended site and accessed the unit as per instructions. 24 volts dc present at fire control and at Holding Magnet terminals. Further assessment required to see if test button, circuit board or coil is faulty. Replaced Holding Magnet assembly. Powered up and tested. All ok.

Please feel free to contact me to discuss the resolution in further detail.

Regards,

Tim Dingle

Chamberlain Australia

Ph: 1800 638 234

Carol Barlow

From: All Doors NSW - Sales <sales@alldoorsnsw.com.au>
Sent: Friday, 22 May 2020 1:15 PM
To: Carol Barlow
Subject: RE: WARRANTY - JOB#10407 - 68-70 THE HORSLEY DRIVE CARRAMAR

68-70 THE HORSLEY DRIVE CARRAMAR

David - 8964 5822

"we would like to claim warranty on a faulty magnet latch to your fire shutter door. We have 24 volts to the magnet but nothing thereafter"

Regards,
Jayme-Lee Pauley
0417975669
sales@alldoorsnsw.com.au
PO BOX 132
LEPPINGTON
NSW 2179

From: Carol Barlow [mailto:doorservice@abledoors.com.au]
Sent: Friday, 22 May 2020 1:12 PM
To: All Doors NSW - Sales <sales@alldoorsnsw.com.au>
Subject: RE: WARRANTY - JOB#10407 - 68-70 THE HORSLEY DRIVE CARRAMAR

Ok so I need all the details to send a warranty form. Site person name & phone what is issue

Thanks and Regards,

Carol Barlow
Service Department
Able Door Services (NSW) Pty Ltd
P: (02) 9757 1877 F: (02) 9757 1652
Web: www.abledoors.com.au



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From: All Doors NSW - Sales <sales@alldoorsnsw.com.au>
Sent: Friday, 22 May 2020 1:08 PM
To: Carol Barlow <doorservice@abledoors.com.au>
Subject: RE: WARRANTY - JOB#10407 - 68-70 THE HORSLEY DRIVE CARRAMAR

Grifco warranty gary just said to Dom