

Site Support Request Form



In order to solve the issue as quickly as possible, please fill out form as best to your knowledge regarding the site in question and return via email to info@entrancecds.com along with any relevant images of the product in question

A member of our Technical Support Team will assess the issue on site and report back with a survey report and images

Entrance CDS reserve the right to charge an £80 call out fee if the site in question is of no fault by products supplied

| Original Order Information | | | |
|----------------------------|--|---------------------|--------------|
| Company Name | | Contact Number | 0121 4779799 |
| Requested By | | Email | |
| Entrance UID | | Date Raised | |
| SOR Number | | Invoice Date | |
| Supplied as Core | | Supplied as Kit | |
| | | Supplied as Doorset | |

| Nature of Complaint | | | |
|---------------------|--|------------------|--|
| Bowed Door | | Incorrect Prep | |
| Cylinder Issue | | Lock Issue | |
| Damaged Product | | Missing Item | |
| Delaminating | | Processing Issue | |
| Glass Issue | | Sizing Issue | |
| Handing Issue | | Surface Finish | |
| | | Electronic Issue | |
| | | Cassette Issue | |
| | | Skin Defect | |
| | | Furniture Issue | |

| Additional Information | |
|-----------------------------------|--|
| | |
| Previous Action Information | |
| Has your company visited the site | |
| What Action has been taken | |
| Have you provided images | |

| Site Information | |
|---|--|
| Site Address | |
| Contact Name | |
| Tel No | |
| Would you like us to contact the homeowner direct? | |
| Has the Homeowner been informed of our visit? | |
| Site Details/Requirements (Building Site PPE spec etc.) | |
| Additional information -if applicable | |
| | |

| Installer Information - Please fill in if a different company has installed the product | |
|---|----------|
| Company Name | |
| Contact Number | |
| Contact Name | |
| Would you like us to contact the installer direct? | YES / NO |
| Additional information -if applicable | |
| | |

Entrance Composite Door Solutions

Head Office: 028 3832 3693 Tel: 028 3832 1800 Email: info@entrancecds.com