

Hamptons

THE HOME EXPERTS

D&S APPLIANCES LTD

136-137 High Street
Ilfracombe
EX34 9EZ

Tel: 0203 488 0344

2nd Floor
Standon House
21 Mansell Street
London
E1 8AA

Direct Line: 020 7265 6602

Direct Fax:

Email: HurbasS@hamptons.co.uk

Home: www.hamptons.co.uk

WORKS ORDER

Client: Ms Vivienne Lee

Client No: C355623

Property: 127 Cambridge Avenue, London, NW6 5AA

Instructed By: Selen Hurbas

Date: 15/12/2023

Works ref: W525583

Purchase order: 1598047

Supplier a/c no: C512358

Instruction:	Please attend - the tenant mentioned "I started the washing machine using Programme 11 Coloured as usual, this time the programme did not end for a day and the washing machine kept making the tumble dry noise. All lights were flashing and the LOCKED light was on so I couldn't get my clothes out. I switched off the plug and waited for a day but the LOCKED light was still on. I restarted the program and the same issue persisted. I later tried several times to switch off, wait and restart and that didn't solve the issue. I found the manual and tried to identify the issue. There was no leak, but I am not sure if it was the issue with the drain hose as I don't know if my clothes were dried. I had no access to the inlet water supply hose and the drain hose as it is an integrated washing machine. The drain hose is covered by wood board which I cannot move. I have attached a picture of the washing machine and the manual.
Access:	access via tenant
Tenant / Occupant:	Ms Huan Duan
Contact details:	Mobile: 07415009963
	Phone:
	Email: abbiehduan@gmail.com
IT IS IMPORTANT THAT YOU DO NOT CARRY OUT FURTHER WORKS THAN INSTRUCTED ABOVE WITHOUT THE FULL AUTHORISATION OF THE INSTRUCTOR NAMED ABOVE OR OTHER AUTHORISED STAFF WITHIN THIS OFFICE.	
Please Charge To:	Ms Vivienne Lee c/o Hamptons International. pminvoices@hamptons-int.com All invoices should be presented in .pdf format and include the purchase order number to the above email address for prompt payment