



Report Details for First Visit

Customer	Simon Cordell 109 Burncroft Avenue ENFIELD EN3 7JQ UNITED KINGDOM EN3 7JQ +44 7864 217519 +44 7864 217519	Fixed on this visit:	✕
Your Client (Retailer/Manufacturer)	MSOFAS	Reason not fixed:	Parts Needed
Technician Name:	Mark	Requires further action	✓
Client Issue Description:	We Recently Delivered And Assembled A Sofa For One Of Our Customer. Shortly After The Delivery, The Customer Contacted Us With A Complaint Regarding The Sofa Bed Mechanism. He Reported That The Sleeping Function Is Extremely Difficult To Open And Cannot Be Returned To Its Original, Closed Position. Additionally, He Informed Us That The Handles Attached To The Mechanism For Opening The Bed Have Ripped Off. The Customer Also Separated The Sofa Into Two Halves And Demonstrated To Us That The Sofa Feels Unstable And Appears To Have Structural Issues. However, We Explained To Him That The Sofa Must Remain Connected As A Single Unit, And That The Sleeping Function Should Not Be Operated While The Two Halves Are Separated. We Kindly Ask You To Verify Whether The Sofa Has Any Manufacturing Or Structural Defects, Or Whether The Issue May Be Due To Improper Handling Or Misuse By The Customer. Thank You In Advance For Your Assistance, And We Look Forward To Your Feedback.	Customer will accept repairs	✓
		Customer Acknowledgement Signed	✓
		Batch Label Details:	photo
		Sample taken	✕
		Parts Needed from Client:	rhf sofa bed fully upholstered i/b
		Parts to be supplied by ISM Service Provider:	None

Comments

Technician Comment	corner suite rhf bed section action had excess movement side to side. when the back closed to make into bed have to force down to lay flat when pulling on handles to open fabric torn
Customer Comment	disappointed

Issues & Resolutions

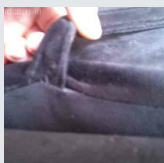
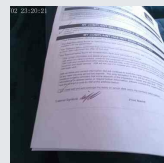
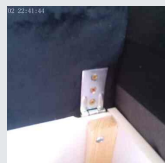
Issue	Achieved Resolution / Proposed Resolution	Conclusion:
Corner Group > Manufacturing Issue > corner suite rhf bed section action had excess movement side to side.bolts loose on tension bar. When the back closed to make into bed have to force down to lay flat when pulling on handles to open fabric torn. back frame to big	tightened bolts to reduce movement replace i/b	Manufacturing Issue Justification of chosen conclusion corner suite rhf bed section action had excess movement side to side. when the back closed to make into bed have to force down to lay flat when pulling on handles to open fabric torn

Furniture Item(s)

Model	VIOLET CORNER SOFA BED
Manufacturer	MSOFAS
Furniture Type	
Configuration	LHF Large
Colour	
Cover Type	
Delivery Date	
Purchase Date	
Invoice Number	

Images

Please click for larger image or [click here to download all images \(make sure popup blocker is disabled\)](#) .



Costs

These are costs for work that has already been completed

Description	Quantity	Unit Cost	Total Cost
Labour Unit	5.0	£12.50	£62.50
		Total Cost	£62.50

KPI's

KPI Type	Date Started	Target Finish	Actual Finished	Met Requirement?
Contact Customer	24/06/2025 14:20	26/06/2025 23:30	24/06/2025 17:49	✓
Complete Appointment	26/06/2025 23:30	03/07/2025 23:30	30/06/2025 13:01	✓
Complete / Resubmit Report	30/06/2025 13:01	02/07/2025 23:30	02/07/2025 07:36	✓

Report issued by: ISM Networks, ISM House, 53 Drummond Way, Leigh, WN7 2RR Company Number: 06583716 VAT Number: 937 3200 36