

Dear NMS/SRINIR

Sanction No. SS4/A/100644 dated 21/04/2023 has been generated in reference to Service order No. 395924 dated 17/04/2023.

Area : SS4 COIMBATORE

Model : 40101701SD01228/SIC 24ITC3-WWA SPLIT 3S

Replacement Product Code : 40101701SD00780 SIC 18ITC5-WWA

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD01228 SIC 24ITC3-WWA SPLIT 3S

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230200001SA00786

Invoice No : 11004997

Invoice Date : 11/04/2023

DOP : 11/04/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 230200001OD01372

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : PRODUCT PACKING#BOTTOM THERMOCOL#ESTIMATE GIVEN

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : SIVA KUMAR SIVA KUMAR

Address : SIVA KUMAR SIVA KUMAR 531, LAKSHMI GARDEN PHASE 1, RANGAPALAYAM P
OST ERODE

City: Rangampalayam B.O

Telephone Number : 9442685069

Mobile Number : 9943455586

Observation text: CUSTOMER CASE,DEFECTIVE COMPLAINT.SEADLED SYSTEM GAS LEAK
IN THE UNIT. CUSTOMER PURCHASED THROUGH OUR SPD. NEW UNIT REQUESTING REPLAC
EMENT

Approval remark: GAS LEAK - CUST CASE-NEW MACHINE. NOT ACCEPTING REPAIR.

Sanction text: GAS LEAK - CUST CASE-NEW MACHINE. NOT ACCEPTING REPAIR/ Price
Diff Rs.-4757.81/- Waived off / APRV By Mr. Vinod Mehdiratta

Kindly take necessary action.

GIRISHAM

Note to commercial team -

- In case of any deviation (to actual machine) to above details , than abo
ve sanction no. stands void.

- If any alteration required in above details than this document needs to be
regenerated (pdf format) through smartnet system. Contact respective servic
e executive.