

Dear NMS/SRINIR

Sanction No. SS4/A/100699 dated 20/05/2023 has been generated in reference to Service order No. 398709 dated 04/05/2023.

Area : SS4 COIMBATORE

Model : 40101701SD00780/SIC 18ITC5-WWA

Replacement Product Code : 40101701SD01217 DSS 18II5R32 WWR

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD00780 SIC 18ITC5-WWA

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230300005SA06356

Invoice No : 11016320

Invoice Date : 03/04/2023

DOP : 03/04/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 2303000050D01613

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : CONTROL CARD#ODU - MAIN/CONTROL PCB NOT WORKING#APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : VINOTH KUMAR RAJAN VINOTH KUMAR RAJAN

Address : VINOTH KUMAR RAJAN VINOTH KUMAR RAJAN NO12 A THATTAKUTTAI ROAD RA SI PURAM THALUKKA NAMMAKAL

City: Rasipuram

Telephone Number : 9965544335

Mobile Number : 8508199817

Observation text: DEFECTIVE CASE. CUSTOMER CASE. NEW MACHINE ODU PCB NOT WORKING AND CUSTOMER NOT ALLOWING TO REPAIR FURTHER & WANT RC ONLY FOR THE SAME

Approval remark: ODU PCB DEFECT-CUST CASE-DOP 3/4/23

Sanction text: PCB problem in the machine

Kindly take necessary action.

GIRISHAM

Note to commercial team -

- In case of any deviation (to actual machine) to above details , than above 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 service executive.