

Dear NMS/SRINIR

Sanction No. SS4/A/100702 dated 23/05/2023 has been generated in reference to Service order No. 399677 dated 15/05/2023.

Area : SS4 COIMBATORE

Model : 40101701SD01126/SIC 18TTC3-WWA Split

Replacement Product Code : 40101701SD01249 SIC 18TTC3 GWC

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD01126 SIC 18TTC3-WWA Split

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230301126SA10781

Invoice No : 11016323

Invoice Date : 06/04/2023

DOP : 06/04/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 230301126SA12935

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 : KAVITHA KAVITHA

Address : KAVITHA KAVITHA MUTHU UDAIYAR PALLAIYAM S UDUPAM, NAMMAKAL

City: S.Uduppam B.O

Telephone Number : 8610047537

Mobile Number : 9952633554

Observation text: CUSTOMER CASE. DEFECTIVE COMPLAINT .SEALED SYSTEM GAS LEAK IN THE UNIT. CUSTOMER NOT ALLOWING TO REPAIR FURTHER & ESCALATING ONLY FOR REPLACEMENT

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

Sanction text: Gas leak problem in the machine Price Diff Rs.-392/- 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 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.