

Dear NMS/SRINIR

Sanction No. SS4/A/100729 dated 05/06/2023 has been generated in reference to Service order No. 401529 dated 27/05/2023.

Area : SS4 COIMBATORE

Model : 40101701SD00791/EI 18IINV5R32 WWA

Replacement Product Code : 40101701SD00791 EI 18IINV5R32 WWA

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD00791 EI 18IINV5R32 WWA

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230100007SA00152

Invoice No : 259996

Invoice Date : 10/02/2023

DOP : 18/02/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 230100007OD00160

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : CONTROL CARD#IDU - DISPLAY PCB NOT WORKING#APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : NAVEEN .S NAVEEN .S

Address : NAVEEN .S NAVEEN .S S.R.SAKTHIVEL ,PERIYA SEMADAMP KOLANALLI POST ,ERODE DT 60/60

City: Kolanalli B.O

Telephone Number : 9488658553

Mobile Number : 9500450394

Observation text: CUSTOMER CASE. DEFECTIVE COMPLAINT. IDU PCB NOT WORKING AND CUSTOMER NOT ALLOWING FOR FUTURE REPAIR AND IT IS AN ZENDESK ESCALATION CASE.

Approval remark: IDU PCB DEFECT-CUST CASE-DOP 18/2/2023 CUST NOT ACCEPTING REPAIR.

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.