

Dear NMS/SRINIR

Sanction No. SS4/A/100776 dated 23/06/2023 has been generated in reference to Service order No. 403658 dated 15/06/2023.

Area : SS4 COIMBATORE

Model : 40101701SD01095/EI 12TINV5R32-GWA SPLIT

Replacement Product Code : 40101701SD01238 EI 12TINV5R32-RWB

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD01095 EI 12TINV5R32-GWA SPLIT

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230101095SA00239

Invoice No : 11119497

Invoice Date : 25/03/2023

DOP : 25/03/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 230201095SA00756

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 : Venkateshwaran Krishnan

Address : Venkateshwaran Krishnan 1\293\4 MANALI JEDARPALAYAM PERIAMANALI ;
NAMAKKAL ;

City: Namakkal Bazaar

Telephone Number : 7200470337

Mobile Number : 8807548096

Observation text: CUSTOMER CASE,DEFECTIVE COMPLAINT.SEADLED SYSTEM GAS LEAK
.CUSTOMER ESCALATED AT TWITTER AND NOT ALLOWING TO REPAIR FURTHER AND WANT
RC ONLY

Approval remark: GAS LEAK- CUST CASE- DOP 25/3/23. TWITTER ESCALATION CASE.
CUST NOT ACCEPTING REPAIR.

Sanction text: Gas leak problem in the machine Price Diff Rs.-781.25/- Waiv
ed 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.