

Dear NMS/SRINIR

Sanction No. SS4/A/100764 dated 19/06/2023 has been generated in reference to Service order No. 403620 dated 14/06/2023.

Area : SS4 COIMBATORE

Model : 40101701SD01214/SFC 18PTC3-WWP

Replacement Product Code : 40101701SD01251 SFC 18LTC3-WWR SPLIT

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD01214 SFC 18PTC3-WWP

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230201214SA05552

Invoice No : 59

Invoice Date : 07/04/2023

DOP : 07/04/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 230201214SA05472

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 : ARAVINTH SEKAR

Address : ARAVINTH SEKAR NO 1/110 KALI AMMAN KOVIL BACK SIDE MANIYALUR SELAM

City: Maniyanur B.O

Telephone Number : 8072014929

Mobile Number : 9087683308

Observation text: DEFECTIVE CASE. CUSTOMER COMPLAINT. NEW MACHINE ODU PCB NOT WORKING AND CUSTOMER WANT REPLACEMENT ONLY FOR THE SAME PLEASE APPROVE THE SAME SIR

Approval remark: ODU PCB DEFECT-CUST CASE-DOP 7/4/23 CUST NOT ACCEPTING REPAIR.

Sanction text: PCB problem in the machine No Price Diff 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.