

Dear NMS/SRINIR

Sanction No. SS4/A/100930 dated 29/11/2023 has been generated in reference to Service order No. 614055 dated 23/11/2023.

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) : 230300005SA06241

Invoice No : 11016323

Invoice Date : 25/03/2023

DOP : 25/03/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 230300005OD01525

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

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

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : KALA ILANGOVAN

Address : KALA ILANGOVAN NO:43/3 ; NETHAJI ST; KOLLAMPALAYAM ERODE

City: Kollampalayam B.O

Telephone Number : 9994452414

Mobile Number : 9994452414

Observation text: CUSTOMER CASE. DEFECTIVE COMPLAINT. ODU PCB NOT WORKING AN
D CUSTOMER NOT ALLOWING FOR REPAIR PLEASE APPROVE FOR REPLACEMENT SIR,

Approval remark: odu pcb defect- CUST NOT ACCEPTING REPAIR

Sanction text: approved as a special case

Kindly take necessary action.

ADHI

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.