

Dear NMS/SRINIR

Sanction No. SS4/A/100949 dated 02/01/2024 has been generated in reference to Service order No. 615430 dated 29/12/2023.

Area : SS4 COIMBATORE

Model : 40101701SD01061/DSS 18TI3R32-RWA SPLIT

Replacement Product Code : 40101701SD01061 DSS 18TI3R32-RWA SPLIT

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD01061 DSS 18TI3R32-RWA SPLIT

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 231001061SA01493

Invoice No : 000

Invoice Date : 29/12/2023

DOP : 29/12/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 231001061SA00990

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 : SIDHIQ KUMAR SIDHIQ KUMAR

Address : SIDHIQ KUMAR SIDHIQ KUMAR NO,20B, GURUNATHAN STREET; KARUR ;

City: Karur H.O

Telephone Number : 7010324901

Mobile Number : 7010324901

Observation text: CUSTOMER CASE. CUSTOMER BROUGHT FROM CITY COOLER DEALER. ODU MAIN PCB NOT WORKING & CUSTOMER NOT ALLOWING TO REPAIR. PLEASE APPROVE SAME SIR.

Approval remark: IDU ODU MISMATCH CASE-CUST NOT ACCEPTING REPAIR ESCALATED TO HO

Sanction text: IDU ODU MISMATCH CASE-CUST NOT ACCEPTING REPAIR

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.