

Dear KHANGAN/ADHI

Sanction No. SS4/A/100989 dated 03/04/2024 has been generated in reference to Service order No. 616702 dated 28/01/2024.

Area : SS4 COIMBATORE

Model : 40101701SD00780/SIC 18ITC5-WWA

Replacement Product Code : 40101701SD00780 SIC 18ITC5-WWA

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD00780 SIC 18ITC5-WWA

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230100005SA03517

Invoice No : 11088385

Invoice Date : 27/04/2023

DOP : 27/04/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 230200005OD01177

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

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

PRA submitted by : Marudhudurai R

Customer / Dealer Code : 40000E

Customer / Dealer Name : Dhanabalsundar Dhanabalsundar

Address : Dhanabalsundar Dhanabalsundar 9 SOMANATHAPURAM AGRAHARAM MANAMADU RAI, SIVAGANGAI

City: Manamadurai RS S.O

Telephone Number : 8344023743

Mobile Number : 8489391003

Observation text: E6 error - PCB faulty Customer not allowing to repair Appliance to be replaced

Approval remark: E-6 ERROR-CUST NOT ACCEPTING REPAIR NEW MACHINE

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.