

Dear KHANGAN/ADHI

Sanction No. SS4/R/109141 dated 23/04/2024 has been generated in reference to Service order No. 397787 dated 12/04/2024.

Area : SS4 COIMBATORE

Model : 52141501SD02978/RT EONVALOR 310B RCIT FS ST

Replacement Product Code : 52141501SD02978 RT EONVALOR 310B RCIT FS ST

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02978 RT EONVALOR 310B RCIT FS ST

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230102978FR00678

Invoice No : 11131978

Invoice Date : 09/08/2023

DOP : 09/08/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : AIR FLOW (MULTI FLOW DUCT)#LESS COOLING ON SHELF#APPLIANCE TO BE REPLACED

PRA submitted by : Hiteshwaran G

Customer / Dealer Code : 40000E

Customer / Dealer Name : UMA PRIYA

Address : UMA PRIYA 101 PERI NAGAR MALAIYUDU

City: Podukottai

Telephone Number : 9360890059

Mobile Number : 9025074297

Observation text: No cooling - Duct problem Customer not allowing to repair

- DOP 09/08/2023 Appliance to be replaced

Approval remark: No cooling- cust escalated to dealer repeat

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.