

Dear KHANGAN/NANDHINIS.LO/ajayes

Sanction No. SS4/R/110815 dated 28/12/2024 has been generated in reference to Service order No. 352238 dated 26/12/2024.

Area : SS4 COIMBATORE

Model : 52141501SD02868/RD EMARVEL 207C THF FU WN

Replacement Product Code : 52141501SD02868 RD EMARVEL 207C THF FU WN

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02868 RD EMARVEL 207C THF FU WN

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 231202868DR03788

Invoice No : 11140727

Invoice Date : 21/05/2024

DOP : 21/05/2024

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

Damage Happened During : Manufacturing Defect

Damaged Part(Only For Appl) : Cabinet

Accountable By : Manufacturing

Estimate Cost To Repair : Spares Rs. 1000 Labour Rs. 200 (Includes gas charging, if any)

Nature Of Problem : Customer\_Expectations\_-\_Not\_allowing\_Repairs

Job Code Desc : CABINET#CABINET - DIMENSIONAL/ALIGNMENT DEFECT#APPLIANCE TO BE REPLACED

PRA submitted by : KAMAL T

Customer / Dealer Code : 40000E

Customer / Dealer Name : SUGANYA SUGANYA

Address : SUGANYA SUGANYA NO,9/30 TILLAI NAGAR VADAVALLI

City: Vadavalli S.O

Telephone Number : 9566796667

Mobile Number : 9994454256

Observation text: CABINET DIMENSIONAL MISALIGNMENT PROBLEM. INSECT ENTRY BE CAUSE OF MISALIGNMENT. SR&IMG ATTAC DOP : 21/05/24. KINDLY APPROVE.

Approval remark: defect due to cabinet misalignment CUSTOMER ESCALATION CASE

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.