

Dear KHANGAN/NANDHINIS.LO

Sanction No. SS4/R/110803 dated 28/12/2024 has been generated in reference to Service order No. 350898 dated 21/12/2024.

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) : 240202978FR00417ZN

Invoice No : U24001251

Invoice Date : 25/04/2024

DOP : 25/04/2024

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : AIR FLOW (MULTI FLOW DUCT)#LESS COOLING IN CRISPER/VEGETABLE TRAY#APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : UMA PRIYA

Address : UMA PRIYA NO 101 PARI NAGAR MALAIYUDU PUDUKKOTTAI

City: Podukottai

Telephone Number : 9360890059

Mobile Number : 9025074297

Observation text: CUSTOMER CASE-AIR FLOW-LESS COOLING . CUSTOMER NOT ALLOWING TO REPAIR FURTHER. PLEASE APPROVE FOR REPLACEMENT SIR

Approval remark: LESS COOLING-REPEAT-CUST ESCALATION

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.