

Dear KHANGAN/NANDHINIS.LO/ajayes

Sanction No. SS4/A/101439 dated 26/03/2025 has been generated in reference to Service order No. 222196 dated 13/03/2025.

Area : SS4 COIMBATORE

Model : 40101701SD01267/EI 24IINV3R32 WWR

Replacement Product Code : 40101701SD01625 AC 2.0T SIC 24ITC3 WZS

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD01267 EI 24IINV3R32 WWR

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 240901267SA00679

Invoice No : 11368499

Invoice Date : 20/01/2025

DOP : 20/01/2025

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

AC UNIT : IDU-ODU

ODU No : 241001267SA00969

Damage Happened During : Transit from Mfg Plant / Bhiwandi to Branch

Damaged Part(Only For Appl) : Cabinet,

Accountable By : Transporter

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 : OSC LOUVERS (PLASTIC FLAP & MISC.)#AXEL BUSH CENTRE BROKEN#APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : Sekar Sekar

Address : Sekar Sekar 516Malai Magal Nagar Patcham alai road

City: Gobichettipalayam South S.O

Telephone Number : 8838011432

Mobile Number : 9363315920

Observation text: CUSTOMER CASE-LOUVER INSIDE (PLASTIC FLAP BROKEN) E COM CUSTOMER-EXPECTING REPLACEMENT ONLY CANT ABLE TO TAKE DAMAGE PHOTO.INNER DAMAGE

Approval remark: IDU DAMAGED- TRANSIT/HANDLING DAMAGES ECOM PURCHASE APPROVED AS A SPECIAL 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.