

Dear KHANGAN/NANDHINIS.LO

Sanction No. SS4/R/111119 dated 18/03/2025 has been generated in reference to Service order No. 374137 dated 14/03/2025.

Area : SS4 COIMBATORE

Model : 52141501SD02929/RT EONALPHA 270B RI AR BL

Replacement Product Code : 52141501SD03268 RT EONALPHA 270B RI ST GL

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02929 RT EONALPHA 270B RI AR BL

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 240902929FR01208UC

Invoice No : 000

Invoice Date : 01/11/2024

DOP : 01/11/2024

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

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

Job Code Desc : DEFROST TIMER (FF MANUAL)#CONTINUOS COMPRESSOR ON/DEFROST#APPL  
IANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : L KARTHIKEYAN

Address : L KARTHIKEYAN NO 2B PLICE KO, MANNACHANALLUR, TIRUCHIRAPALLI TR  
ICHY

City: Alagiamanavalam B.O

Telephone Number : 9952688377

Mobile Number : 9952688377

Observation text: DEFECTIVE COMPLAINT- DEFROST TIMER DEFECT & NOT WORKING.CU  
STOMER ESCALATED AT DEALER COUNTER PLEASE APPROVE FOR REPLACEMENT SIR.

Approval remark: defrost timer defect. cust not accepting repair ESCALATED C  
ASE

Sanction text: timer defective case

Kindly take necessary action.

ADHI

Note to commercial team -

- In case of any deviation ( to actual machine ) to above details , than abo  
ve 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 servic  
e executive.