

Dear KHANGAN/NANDHINIS.LO

Sanction No. SS4/A/101456 dated 18/04/2025 has been generated in reference to Service order No. 228663 dated 14/04/2025.

Area : SS4 COIMBATORE

Model : 40101701SD01369/AC 1.5T DSS 18PI3R32-WWP Split

Replacement Product Code : 40101701SD01369 AC 1.5T DSS 18PI3R32-WWP Split

Product Category : AIR CONDITIONER

Defective Product Code : 40101701SD01369 AC 1.5T DSS 18PI3R32-WWP Split

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 240900090SA57232MT

Invoice No : 11006993

Invoice Date : 14/04/2025

DOP : 14/04/2025

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

AC UNIT : IDU-ODU

ODU No : 241100090OD28590GZ

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : CONTROL CARD#IDU - MAIN/CONTROL PCB NOT WORKING#APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : SUMATHI SUMATHI

Address : SUMATHI SUMATHI NO4/99 ARUNDHATHI STREET PERIYAPATTI NAMAKKAL

City: Ganesapuram S.O

Telephone Number : 8220814653

Mobile Number : 8608370330

Observation text: CUSTOMER CASE-DEFECTIVE COMPLAINT. IDU PCB DEFECT CUSTOMER EXPECTING FOR REPLACEMENT.PLEASE APPROVE THE SAME SIR.

Approval remark: IDU PCB DEFECT-CUST NOT ACCPETING REPAIR NEW MACHINE

Sanction text: IDU PCB DEFECT-CUST NOT ACCPETING REPAIR NEW MACHINE

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.