

Pankaj Rawat

To: Pankaj Rawat; 'Sandeep Sharma '
Cc: 'girish.shah@vgmail.in'
Subject: RE: Urgent : Precaution to be taken care for sweating problem of REF in future

From: girish.shah@vgmail.in [mailto:girish.shah@vgmail.in]
Sent: Monday, July 09, 2012 8:42 PM
To: Pankaj Rawat -SERVICE-GGN-HO
Subject: Re: Urgent : Precaution to be taken care for sweating problem of REF in future

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Sent on my BlackBerry® from Vodafone

From: "Pankaj Rawat" <pankajrawat@vgmail.in>
Date: Mon, 9 Jul 2012 20:01:26 +0530
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Cc: 'DV Sharma'<dvsharma@vgmail.in>; 'Girish Shah'<girish.shah@vgmail.in>; <corporateservice@vgmail.in>
Subject: Urgent : Precaution to be taken care for sweating problem of REF in future

To : ASI,BSM,ZSM & CSH,

Respected all,

This is regarding the sweating issue which we had faced last year. Some of the cases were found genuine while many cases were so where the problem is not related to the product. The problem was arise due to surrounding or atmospheric condition of customer house. In many places when Quality was called for visit at customer home, it was found the problem is due to high humidity at customer location.

So in order to overcome from this condition, we must need to have follow the following the points.

For External sweating case :

1. Humidity level at customer house where the ref is placed.
2. Cut off temp of thermostat.
3. Thermostat knob position, must be at normal/medium position.
4. Distance of Thermostat bellow to be maintained, if it away from the freezer then it will take more time for cut off action, hence increase in ice/frost formation.
5. Temp of each section of Ref to be checked with Temp meter.(After at 1 hours of running).
6. Test should be performed in no load conditions.
7. Ensure the defrost cycle is working ok or not. (Check whether the water is collected in the drain pan when switched off the power, can be checked by manual defrost cycle).

For Internal Sweating case :

1. Check is there any gas charging & compressor replacement call before, if yes then cross check for choking problem.
2. Check the gap between the cabinet & gasket by using paper test.(i.e. A4 size paper to be placed in b/w cabinet & gasket, remove the same after closing the door, if it easily comes out then must have gap problem, then go with cleaning of same with hot water & fix it & if comes out forcefully then no problem related to gap.
3. Check the working of thermostat.(Cut in action of thermostat after every cut off).Measure the cut in temp of thermostat at normal position.
4. Check the current drawn by the set, compressor in ON condition.
5. Check the chiller tray is fixed properly or have some damage problem.
6. Distance of Ref from the walls.

Note : If still problem persist by obeying the following point, then raise the PQR with following details.

- 1. Humidity level picture at customer location.**(Purchase Hygrometer for measuring the humidity level at customer location).
2. Defect picture
3. Model name & set serial no. picture
4. Analysis process followed & result observation of the same.

In case the above 4 details are not in PQR no case will be entertained as sweating problem.

Thanks & Regards
Pankaj Rawat