CUSTOMER COMPLAINT NOTIFICATION

CCN INFORMATION			
CCN Number:	00148304	Product:	
Job Type:	Field Service	Product Description:	
Status:	Closed	Escalation:	No Action Required
DEALER INFORMATION			
Dealer:	All Doors NSW Pty Ltd	Service Contact	
CUSTOMER INFORMATION			
Name:	Dom	Mobile:	0417 528 785
Phone:		Email:	
Address:	334-338 Bay Street	Suburb:	BRIGHTON-LE-SANDS NSW 2216

PROBLEM DESCRIPTION	
Subject:	MH6102L - No response from motor
Description:	
Installed date March 2023. Door height 3400mm. No EWP on site. No site induction required. Installer has been to site. No response from motor.	

FAULT CODING			
Classification:		Area:	Electronic
Fault/Issue:	Main PCB	Manufacture Date:	6/07/2022
Chargeable Service:	☐	On Charge:	

SUMMARY
Resolution Comments:
Dead PCB, no lights on the board or C10A. Replaced the main PCB. Set up and test.

SYSTEM DATA			
Created By:	Lynda Allingham	Date/Time Opened:	20/02/2024 3:15 PM
Last Modified By:	Robert Bain	Last Modified Date/Time:	21/02/2024 4:06 PM
Date/Time Closed:	21/02/2024 4:06 PM		

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CASE COMMENTS		
Comments	**Created Date**	**Created By**