



Sales and Service India

Cummins Field Service Report

CIL DBU Toll Free No. : 1-800-2332000

114685



SINGLE POINT CONTACT ONLINE CALL REGISTRATION

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Srinivasa Sales & Service Pvt. Ltd.
(Authorised Cummins Dealer)

*Name of Dealership: SRINIVASA SALES & SERVICE Pvt. Ltd. Location: *FSR No: / / / * Date: 12/06/2022

*Customer Name: M/S. Kane Engine Valves Ltd. Address: 010 2212 N. Nagar

Person Contacted: MR. Subbha Raju / Gopi Designation: site indng

E-mail Id: Mobile No: 8790622114 S.R. No.

Type of Service	Installation Inspection	NEPI / NGPI Conversion / Upgrade	Warranty	Courtesy Paid Service	Campaign/TRP Policy Warranty	OEM Service Others	AMC / SPSC/O&M	BIS
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*ESN: *Gen/Equip Model: Failed at Hours: Cumulative Hours:

*GSN: Equip Sr. No: Avg. Monthly Running Hrs: Last B Check done at HMR:

Eng. Model: OEM: Digital Fail Codes (s): Global Fail Code : (Three Level)

DG Set: AMF / Manual *Controller Type: Brand and Grade of Lube Oil used:

Engine Performance Parameters Type of Coolant Used : DCA2 / DCA4 EG / PG / OTHER
Coolant Concentration Level: Coolant pH:

Low idle RPM	High idle RPM	Full Load RPM	Coolant Temp	Battery Make :	Parameters for Generator Set	Parameters for Other applications	Service Representative Reached at Site	Customer's Complaint / Input	Date (dd/mm/yy)	Time
			HT *C LT *C		Voltage (AC) Volts	Drilling Speed RPM	Diagnosis Completed on			
					Current (AC) Amp	Stall Speed RPM	Required Material Received on			
					Frequency Hz	Gear Speed RPM	Commissioning Date & time			
					Load kW					
					Power Factor					
Problem Pertains To:							Intake / Exhaust / Fuel / Cooling Electrical / Lube Oil / Others			

Customer Complaint: Coil Cooler Motor Failure - M1

Inspection / Observation & Work Done in Brief : AS per our Email report. We had Received New motor from OEM and Replaced it under warranty and connected the R,Y,B. phase connectors. and started the DG Set. checked motor continuity and Testers load found normal.

Problem Resolution / Solution:

Recommendation / Suggestion (Use overleaf format for component requirements) and any other Discrepancies Observed:

Service Representative's Name: M.A. Mathan	Problem Status: Open / Close	Responsibility (If Status is Open): Customer / Cummins Network
	Customer's Remarks (For escalation, use hierarchy given overleaf):	
*ID No: 15101518	Customer's Experience: <input type="checkbox"/> Delighted <input type="checkbox"/> Satisfied <input type="checkbox"/> Average <input type="checkbox"/> Dis-Satisfied	
Date: 12/06/2022 Signature: [Signature]	Customer's Name:	Signature: [Signature] Date: 15/06/2022