

# Meijer Support Call Transcript — MEI-22097

Ticket ID:	MEI-22097	Priority:	Low
Created:	2025-04-21 06:01:37	Status:	Resolved
Store #:	315	Store:	Pigeon Rd, Bad Axe
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	43.8259855, -83.00500495004522	Location Type:	Store

## Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

### \*\*OPENING\*\*

Facilities Support, this is Agent Thompson. How can I help you today?

Joshua Jackson: Hi Agent Thompson, this is Josh, the Produce Manager at the Pigeon Rd store in Bad Axe.

Agent Thompson: Hi Josh, nice to talk to you. How's everything going up in the Thumb today?

Joshua Jackson: Oh, you know, just trying to get through the day. We've got a bit of an issue with one of our freezers.

### \*\*PROBLEM DESCRIPTION\*\*

Joshua Jackson: Yeah, so our number three freezer in the produce department is malfunctioning. The temperature is fluctuating and we're getting some alarms on the control panel.

Agent Thompson: Okay, can you tell me more about the alarms? What's the error code saying?

Joshua Jackson: Let me check... (background noise) ...okay, it says "High Temp" and the code is... (pause) ...E-12.

Agent Thompson: Alright, got it. And when did you first notice the issue?

Joshua Jackson: We noticed it during the morning inventory, so about an hour ago.

Agent Thompson: Okay, and have you tried restarting the freezer or checking the drain line?

Joshua Jackson: Yeah, we've tried restarting it, but that didn't seem to do anything. And the drain line looks clear.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Josh, I'm going to go ahead and create a ticket for this issue. That'll be MEI-22097. I'm going to mark it as a low priority since it's not a critical failure, but we'll still get someone out to take a look.

Joshua Jackson: Sounds good, thanks.

Agent Thompson: In the meantime, can you please make sure to monitor the temperature and keep an eye on the product in that freezer? We don't want anything to spoil.

Joshua Jackson: Absolutely, we're on top of it.

Agent Thompson: Great. I'm going to estimate that we'll have someone out to take a look within the next 24 to 48 hours.

### \*\*CLOSING\*\*

Agent Thompson: Just to summarize, Josh, we've got a ticket created for the freezer malfunction at your store, and we'll have someone out to take a look within the next couple of days.

Joshua Jackson: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Josh. Your ticket number is MEI-22097, and we'll be in touch soon. Have a great day!

Joshua Jackson: You too, thanks again.