

INSTALLATION COMPLETION ACKNOWLEDGEMENT

Client Name	Soap & Allied Industries (Pvt) Ltd
Address	No. 26 B, Alwis Place, Colombo 3.
Installation Location (If different)	-
Installation Completed Date	06.07.2019

The following equipment has been installed.

No	Description	Qty
1	40M Infrared Varifocal Camera & bracket, 1MP	2
2	40M Infrared Bullet Camera & bracket, 1MP	2
3	20M Infrared Bullet Camera & bracket, 1MP	1
4	20M Infrared Dome Camera & bracket, 1MP	11
5	16 ch DVR with 4 TB HDD	1
6	04 ch DVR With 4 TB HDD	1
7	10A Power Supply Unit	2

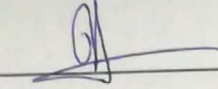
Were you trained on :

Intruder Detection System : How to Arm & Disarm the IDS, How to Add User Codes, How to Activate Fire, Medical , Panic & Duress, How to Use of Remote Controller , Fault Diagnosis, Isolating Zone ,What action to take during heavy lightening to protect the panel.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
CCTV System : Live Viewing, Play Back Viewing (including Time & Date search) , PTZ Control, Remote Viewing, Taking Backups ,What action to take during heavy lightening to protect the System.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Fire Alarm System : Activating Alarms through MCP , Identifying Zones, Deactivating after Alarm.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Guard Tour System : Test Tour, Downloading Data to PC, Taking Reports.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Access Control System : Adding / Deleting Cards, Software Training, Emergency Door release.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Vehicle Tracking System : Software Training.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Comments :

Confirmed the quotation on 08/12/2017
Advance payment made on 18/12/2017
Job was completed on 06/07/2019
Warranty certificate should be from
Job completion date.

On behalf of M3Force (Pvt) Ltd



Signature

Nirmala Iddawala.

Name

Sales Executive.

Designation

10/07/2019

Date

On behalf of Customer



Authorized Signature
For Soap & Allied Industries (Pvt) Ltd

Signature & Company Seal

Name

H.L. Aruna De Silva

Designation

Manager Accounts and Administration

Date

10/07/2019

M³FORCE Protecting Your Peace of Mind CUSTOMER FEEDBACK FORM - INSTALLATIONS

Please Give us a minute of your time to help us better serve your needs

Customer Name:

Soap & Allied Industries (Pvt) Ltd.

Date

10.07.2019

	Very Good	Good	Average	Poor	Very Poor
Was the work completed to your satisfaction?					✓
Was the work completed on time?					✓
Was the job site left clean and orderly?		✓			
Were the installers profession and courteous?			✓		
Was the Customer Service Representative courteous and helpful?					✓
Were the user instructions easy to understand?			✓		
Were your questions answered to your satisfaction?	(Yes / No)				✓

How did you hear about us?

- Yellow Pages
- Rainbow Pages
- Through a friend
- Billboard
- E-mail campaign
- Other

✓

Comments:

Service is not up to expected level. CCTV cameras were installed after three months of the advance payment. Job was completed after one year. Customer care is extremely poor.

[Signature]

Customer's Signature

Soap & Allied Industries (Pvt) Ltd

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