

CUSTOMER FEEDBACK FORM - INSTALLATIONS

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

Customer Name:

Fashion Bug (PVT) Ltd

Date

19/9/2018

	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: Generally we get a good service from M3 Force but, this time we experienced very poor service, project delayed almost 2 months, and technicians damaged our lift using un-authorized repair. Cost was 40,000/-

Customer's Signature

Client Name	Fashion Bug (Pvt) Ltd.
Address	No. 405, Colombo Road, Pepiliyana, Boralesgamuwa
Installation Location (If different)	
Job Card No	
Installation Completed Date	

The following equipment has been installed.

BOSCH Intruder Detection & Fire Alarm System

No	Description	Quantity
1	Control Panel 408 ICP-CC408P ICP-CC408P	01
2	LCD Key Pad CP 508 LW (8 Zone)	01
3	Battery - 12V, 7.5Ah NP7-12 Nos	01
4	Mini Horn Speaker 8Ohm 10W HS-10	01
5	Strobe Light	01
6	Heavy Duty Magnetic Contact (HMC) AT-860	01
7	Multipurpose Smoke Detector (4 Wire) AH-0311-4	14
8	Blue Line Gen2 PIR Motion Detectors (Indoor)	05
9	Beam Detector - 35M LK- 35HD LK- 35HD	01

Were you trained on :

<u>Intruder Detection System</u> ; 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	Yes	No
<u>CCTV System</u> ; 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	Yes	No
<u>Fire Alarm System</u> ; Activating Alarms through MCP , Identifying Zones, Deactivating after Alarm.	Yes	No
<u>Guard Tour System</u> ; Test Tour, Downloading Data to PC, Taking Reports	Yes	No
<u>Access Control System</u> ; Adding / Deleting Cards, Software Training, Emergency Door release	Yes	No
<u>Vehicle Tracking System</u> ; Software Training	Yes	No