

 <b>BluBoxx Communication Pvt. Ltd.</b>	<b>Service/ Complaint Report</b>	BBCPL-SER-F-03 (00/01.04.2021)
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<b>Engineer Name:</b>	Mr. Suryakant R. Nehatrao	<b>Visit Date/s:</b>	01-Apr-2022
<b>Customer Name:</b>	Rede Scalable Energy Management Pvt. Ltd.	<b>Part No.</b>	IFT-802TS15
<b>Contact Person:</b>	Mr.Basudeb Dhar (913340630276)	<b>Make</b>	Planet
<b>Site Contact Person:</b>		<b>Under Warranty</b>	YES
<b>Site Contact Person:</b>		<b>SO. No.</b>	
<b>Site Address:</b>	Chakpara,Liluah, Howrah - 711204 State Code : 19 State : West Bengal		
<b>Serial Nos.</b>	AH101520A00023		

**Problems Reported/ Service For:**

- IFT-802TS15 device not power on .

**Findings/ Observation of BluBoxx Engineer:**

IFT-802TS15 device not power on

**Actions taken by BluBoxx Engineer:**

- Visual checked of device for Physical Damage or damage due to incorrect/ improper handling or wrong connections.
- Visual checked for any water damage.
- Device sent to Customer site after testing in R&D all function working fine.

**Problem Solved: YES**

**Needs any modification for better results: NO**

**If YES Details**

**Specific Remarks form Customer: NO**

**Conclusion:**

The IFT-802TS15 has power failure Due to PCB issue (Manufacturing Defect) it get resolved by OEM by PCB repairing.