

Product Type	Complaint Type	Issue Severity	Assigned To	Complaint Status	Service Validation	Dispatch Requested	Received by EPR	Estimated Repair Cost	Approved (Y/N)	Repair Complete	Final Dispatch Date	Resolution Summary	TAT (Turnaround Time)
Power Adapter	Software Glitch	Medium	E. Patel	Under Repair	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Software Glitch	High	D. Verma	Under Repair	Needs Dispatch	6/13/2025	Yes	836.51	N	6/18/2025	6/19/2025	Replaced part an	9
Energizer	Power Issue	Medium	E. Patel	Under Repair	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Software Glitch	Medium	D. Verma	Validated	Remote Support Resolved	No						Resolved via phone support	
Energizer	Software Glitch	High	E. Patel	Dispatched	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Software Glitch	Medium	A. Sharma	Dispatched	Remote Support Resolved	No						Resolved via phone support	
Energizer	Software Glitch	High	A. Sharma	Under Repair	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Physical Damage	High	E. Patel	Submitted	Remote Support Resolved	No						Resolved via phone support	
Energizer	Charging Fault	High	A. Sharma	Submitted	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Overheating	Medium	D. Verma	Under Repair	Needs Dispatch	6/26/2025	Yes	942.86	Y	6/28/2025	6/29/2025	Replaced part an	6
Power Adapter	Power Issue	Medium	A. Sharma	Validated	Needs Dispatch	7/21/2025	Yes	696.02	Y	7/26/2025	7/27/2025	Replaced part an	9
Gate Motor Cont	Overheating	High	E. Patel	Dispatched	Needs Dispatch	7/8/2025	Yes	366.32	Y	7/12/2025	7/14/2025	Replaced part an	7
Gate Motor Cont	Charging Fault	Low	B. Roy	Dispatched	Needs Dispatch	6/13/2025	Yes	560.24	Y	6/18/2025	6/19/2025	Replaced part an	9
Energizer	Charging Fault	Medium	B. Roy	Dispatched	Needs Dispatch	6/4/2025	Yes	570.12	N	6/8/2025	6/10/2025	Replaced part an	8
Gate Motor Cont	Physical Damage	Medium	C. Mehta	Validated	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Overheating	Low	C. Mehta	Validated	Remote Support Resolved	No						Resolved via phone support	
Energizer	Physical Damage	Low	C. Mehta	Validated	Needs Dispatch	7/9/2025	Yes	767.32	N	7/13/2025	7/14/2025	Replaced part an	8
Gate Motor Cont	Overheating	Low	C. Mehta	Validated	Needs Dispatch	6/17/2025	Yes	864.14	N	6/19/2025	6/20/2025	Replaced part an	4
Power Adapter	Power Issue	Low	E. Patel	Dispatched	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Physical Damage	High	B. Roy	Submitted	Needs Dispatch	6/13/2025	Yes	401.13	N	6/15/2025	6/17/2025	Replaced part an	7
Energizer	Charging Fault	Medium	E. Patel	Dispatched	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Software Glitch	High	B. Roy	Validated	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Software Glitch	High	B. Roy	Dispatched	Needs Dispatch	7/8/2025	Yes	227.3	N	7/13/2025	7/14/2025	Replaced part an	8
Power Adapter	Software Glitch	Medium	D. Verma	Validated	Needs Dispatch	6/20/2025	Yes	143.48	Y	6/23/2025	6/25/2025	Replaced part an	8
Energizer	Physical Damage	Medium	B. Roy	Under Repair	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Power Issue	High	A. Sharma	Under Repair	Remote Support Resolved	No						Resolved via phone support	
Energizer	Overheating	High	E. Patel	Dispatched	Needs Dispatch	7/7/2025	Yes	315.38	N	7/9/2025	7/10/2025	Replaced part an	6
Power Adapter	Overheating	Low	E. Patel	Submitted	Needs Dispatch	8/1/2025	Yes	826.33	Y	8/5/2025	8/7/2025	Replaced part an	8
Power Adapter	Overheating	High	C. Mehta	Under Repair	Needs Dispatch	6/30/2025	Yes	564.96	N	7/2/2025	7/4/2025	Replaced part an	7
Gate Motor Cont	Charging Fault	Medium	D. Verma	Validated	Needs Dispatch	6/25/2025	Yes	284.22	Y	6/28/2025	6/30/2025	Replaced part an	8
Power Adapter	Power Issue	High	D. Verma	Submitted	Needs Dispatch	6/17/2025	Yes	395.74	Y	6/20/2025	6/21/2025	Replaced part an	7
Gate Motor Cont	Charging Fault	Low	B. Roy	Submitted	Needs Dispatch	6/21/2025	Yes	733.03	Y	6/26/2025	6/27/2025	Replaced part an	9
Power Adapter	Overheating	Low	C. Mehta	Under Repair	Needs Dispatch	7/24/2025	Yes	747.54	N	7/27/2025	7/29/2025	Replaced part an	6
Energizer	Charging Fault	Medium	A. Sharma	Dispatched	Needs Dispatch	6/8/2025	Yes	891.11	N	6/11/2025	6/12/2025	Replaced part an	6
Power Adapter	Charging Fault	Medium	D. Verma	Validated	Needs Dispatch	6/18/2025	Yes	147.61	N	6/23/2025	6/24/2025	Replaced part an	8
Gate Motor Cont	Power Issue	High	C. Mehta	Submitted	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Physical Damage	High	C. Mehta	Under Repair	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Software Glitch	Low	A. Sharma	Submitted	Needs Dispatch	6/28/2025	Yes	493.51	N	6/30/2025	7/2/2025	Replaced part an	6
Power Adapter	Physical Damage	High	B. Roy	Dispatched	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Overheating	Low	B. Roy	Validated	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Overheating	Low	E. Patel	Submitted	Needs Dispatch	7/20/2025	Yes	743.93	Y	7/23/2025	7/24/2025	Replaced part an	5
Power Adapter	Power Issue	Low	C. Mehta	Under Repair	Remote Support Resolved	No						Resolved via phone support	
Energizer	Software Glitch	Medium	E. Patel	Validated	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Software Glitch	Medium	B. Roy	Submitted	Remote Support Resolved	No						Resolved via phone support	
Power Adapter	Overheating	Low	C. Mehta	Submitted	Remote Support Resolved	No						Resolved via phone support	
Gate Motor Cont	Software Glitch	Low	D. Verma	Validated	Needs Dispatch	7/8/2025	Yes	481.21	N	7/11/2025	7/13/2025	Replaced part an	7
Gate Motor Cont	Physical Damage	High	A. Sharma	Submitted	Remote Support Resolved	No						Resolved via phone support	
Energizer	Charging Fault	High	D. Verma	Dispatched	Needs Dispatch	6/12/2025	Yes	931.11	N	6/15/2025	6/17/2025	Replaced part an	7
Power Adapter	Software Glitch	Medium	B. Roy	Dispatched	Remote Support Resolved	No						Resolved via phone support	

Power Adapter	Software Glitch	Low	D. Verma	Validated	Needs Dispatch	6/26/2025	Yes		463.52	Y		6/28/2025	6/29/2025	Replaced part an	6
Power Adapter	Charging Fault	Low	C. Mehta	Validated	Needs Dispatch	8/2/2025	Yes		954.44	Y		8/5/2025	8/6/2025	Replaced part an	6
Gate Motor Cont	Physical Damage	High	B. Roy	Under Repair	Needs Dispatch	6/8/2025	Yes		195.07	Y		6/13/2025	6/15/2025	Replaced part an	10
Energizer	Physical Damage	Low	C. Mehta	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Power Adapter	Charging Fault	High	A. Sharma	Validated	Needs Dispatch	6/18/2025	Yes		197.58	Y		6/22/2025	6/24/2025	Replaced part an	8
Energizer	Charging Fault	Low	E. Patel	Validated	Remote Support	Resolved	No							Resolved via phone support	
Energizer	Software Glitch	Low	B. Roy	Under Repair	Remote Support	Resolved	No							Resolved via phone support	
Power Adapter	Power Issue	High	E. Patel	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Power Adapter	Software Glitch	Medium	E. Patel	Validated	Needs Dispatch	6/18/2025	Yes		385.4	N		6/23/2025	6/24/2025	Replaced part an	7
Energizer	Overheating	Medium	E. Patel	Dispatched	Needs Dispatch	7/26/2025	Yes		684.22	N		7/30/2025	7/31/2025	Replaced part an	6
Energizer	Overheating	High	C. Mehta	Validated	Needs Dispatch	7/28/2025	Yes		497.34	Y		7/31/2025	8/1/2025	Replaced part an	7
Gate Motor Cont	Charging Fault	Medium	A. Sharma	Submitted	Needs Dispatch	6/18/2025	Yes		434.41	N		6/21/2025	6/23/2025	Replaced part an	8
Power Adapter	Power Issue	Low	A. Sharma	Submitted	Needs Dispatch	6/5/2025	Yes		984.49	Y		6/9/2025	6/11/2025	Replaced part an	8
Gate Motor Cont	Overheating	Low	E. Patel	Under Repair	Remote Support	Resolved	No							Resolved via phone support	
Power Adapter	Power Issue	High	A. Sharma	Submitted	Needs Dispatch	7/4/2025	Yes		580.21	Y		7/9/2025	7/11/2025	Replaced part an	10
Gate Motor Cont	Power Issue	Low	D. Verma	Validated	Needs Dispatch	6/25/2025	Yes		160	Y		6/28/2025	6/30/2025	Replaced part an	8
Gate Motor Cont	Charging Fault	Medium	A. Sharma	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Energizer	Physical Damage	Medium	A. Sharma	Under Repair	Needs Dispatch	6/14/2025	Yes		427.84	Y		6/19/2025	6/21/2025	Replaced part an	10
Gate Motor Cont	Software Glitch	High	C. Mehta	Under Repair	Needs Dispatch	7/23/2025	Yes		851.29	N		7/25/2025	7/27/2025	Replaced part an	5
Power Adapter	Charging Fault	Low	D. Verma	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Gate Motor Cont	Physical Damage	Low	D. Verma	Submitted	Remote Support	Resolved	No							Resolved via phone support	
Energizer	Physical Damage	High	E. Patel	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Gate Motor Cont	Overheating	Low	A. Sharma	Submitted	Remote Support	Resolved	No							Resolved via phone support	
Energizer	Overheating	High	B. Roy	Under Repair	Needs Dispatch	7/20/2025	Yes		966.79	N		7/22/2025	7/24/2025	Replaced part an	5
Gate Motor Cont	Overheating	High	A. Sharma	Submitted	Needs Dispatch	6/16/2025	Yes		689.4	N		6/20/2025	6/22/2025	Replaced part an	9
Gate Motor Cont	Software Glitch	Low	D. Verma	Under Repair	Needs Dispatch	7/8/2025	Yes		553.33	Y		7/10/2025	7/12/2025	Replaced part an	6
Energizer	Power Issue	Medium	E. Patel	Validated	Remote Support	Resolved	No							Resolved via phone support	
Energizer	Charging Fault	Low	D. Verma	Validated	Remote Support	Resolved	No							Resolved via phone support	
Power Adapter	Overheating	Medium	C. Mehta	Dispatched	Needs Dispatch	6/8/2025	Yes		485.07	N		6/12/2025	6/13/2025	Replaced part an	6
Power Adapter	Physical Damage	Low	C. Mehta	Under Repair	Needs Dispatch	6/30/2025	Yes		417.96	Y		7/4/2025	7/6/2025	Replaced part an	7
Power Adapter	Physical Damage	High	A. Sharma	Submitted	Needs Dispatch	7/3/2025	Yes		694.98	N		7/5/2025	7/7/2025	Replaced part an	6
Power Adapter	Charging Fault	Low	B. Roy	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Power Adapter	Overheating	Low	C. Mehta	Under Repair	Needs Dispatch	7/4/2025	Yes		434.35	N		7/8/2025	7/10/2025	Replaced part an	8
Power Adapter	Physical Damage	Low	E. Patel	Validated	Needs Dispatch	6/14/2025	Yes		426.2	N		6/16/2025	6/17/2025	Replaced part an	6
Energizer	Physical Damage	Medium	C. Mehta	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Energizer	Power Issue	High	B. Roy	Under Repair	Needs Dispatch	7/30/2025	Yes		868.54	N		8/1/2025	8/2/2025	Replaced part an	6
Gate Motor Cont	Overheating	Medium	D. Verma	Dispatched	Remote Support	Resolved	No							Resolved via phone support	
Gate Motor Cont	Software Glitch	High	E. Patel	Validated	Needs Dispatch	6/19/2025	Yes		859.22	N		6/23/2025	6/24/2025	Replaced part an	6
Energizer	Overheating	Low	E. Patel	Validated	Needs Dispatch	7/6/2025	Yes		820.54	N		7/10/2025	7/11/2025	Replaced part an	8
Energizer	Overheating	High	C. Mehta	Under Repair	Needs Dispatch	6/29/2025	Yes		695.79	Y		7/2/2025	7/3/2025	Replaced part an	7
Energizer	Charging Fault	Low	E. Patel	Dispatched	Needs Dispatch	7/24/2025	Yes		512.61	N		7/26/2025	7/28/2025	Replaced part an	5
Power Adapter	Physical Damage	High	C. Mehta	Under Repair	Needs Dispatch	7/19/2025	Yes		194.6	Y		7/24/2025	7/26/2025	Replaced part an	10
Gate Motor Cont	Software Glitch	High	B. Roy	Validated	Needs Dispatch	6/3/2025	Yes		564.02	N		6/5/2025	6/6/2025	Replaced part an	5
Power Adapter	Physical Damage	Medium	B. Roy	Submitted	Remote Support	Resolved	No							Resolved via phone support	
Gate Motor Cont	Software Glitch	High	A. Sharma	Validated	Needs Dispatch	7/23/2025	Yes		784.45	Y		7/28/2025	7/29/2025	Replaced part an	9
Energizer	Charging Fault	Low	B. Roy	Submitted	Needs Dispatch	6/29/2025	Yes		188.62	N		7/1/2025	7/3/2025	Replaced part an	5
Power Adapter	Overheating	Low	B. Roy	Submitted	Needs Dispatch	6/22/2025	Yes		967.96	Y		6/25/2025	6/26/2025	Replaced part an	5
Gate Motor Cont	Physical Damage	High	C. Mehta	Under Repair	Remote Support	Resolved	No							Resolved via phone support	
Power Adapter	Overheating	Medium	D. Verma	Validated	Needs Dispatch	7/8/2025	Yes		415.05	Y		7/12/2025	7/14/2025	Replaced part an	9
Energizer	Software Glitch	High	D. Verma	Under Repair	Needs Dispatch	6/8/2025	Yes		223.91	N		6/12/2025	6/13/2025	Replaced part an	6

Gate Motor Cont Software Glitch	High	A. Sharma	Submitted	Remote Support Resolved	No					Resolved via phone support	
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