

## Kushal Jain

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**From:** Kushal Jain [kushal.j@sparkline.co.in]  
**Sent:** 27 April 2018 09:21  
**To:** 'aditya katoch'; 'Rahul Jalke'  
**Cc:** 'amit.mishra@sparkline.co.in'; 'Ajay Raval'  
**Subject:** RE: Spare warranty service material.  
**Attachments:** Maxxis Rubber 1st warranty service report.pdf; NEW AMC SH HOIST\_Crane.xlsx

Dear Mr. Aditya,

Greetings for day !!

I went through entire subject for crane checking & check list submitted by our Mr. Rahul.

Attached report formats are as per STAHL PM guidelines only, However we truly agree with your mail that atleast critical parts like Brake, wire rope, Current rating.. etc must be measured at actual which is done visually by our team.

We will surely look into same & will attempt rechecking of critical parts again after 7<sup>th</sup> May 2018, Date is requested seeing current work load.

Coming to free replacement of parts, Indication power lamp is available with us & hand deliver to Mr. Rahul for fitment by 30<sup>th</sup> April.

I will also like to meet you & end customer team on warranty visit schedule & any more support required from Sparkline end, Please let us know your availability in 1<sup>st</sup> week of May 2018.

Further In case of any query, escalation, suggestion – Please Feel free to approach us anytime.

**Our Toll Free Number: 1800 266 1677**

Thanks & Regards

**Kushal Jain | Service Manager**  
Mob: 9372705829

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**From:** aditya katoch [mailto:aditya.katoch@smcon.co.in]  
**Sent:** 26 April 2018 09:33  
**To:** 'Rahul Jalke'; pramod4510@gmail.com; 'Ajay Raval'  
**Cc:** kushal.j@sparkline.co.in; amit.mishra@sparkline.co.in; 'Ajay Raval'  
**Subject:** RE: Spare warranty service material.

Mr Ajay

With reference to the trialing mail do pass the fake/wrong information in the mail we haven't received in information or call from your maintenance team.

The client is not ready to sign for check sheet as the information fed in your check sheet were fake. You have never check the things properly and had just filled the report which is totally not accepted.

The some points which has to be attended for which material & manpower was required and the schedule given by Mr. Rahul was 15/03/2018 but no action was taken form his side. After that we had meeting with client again on

27/03/2018 and Mr Rahul again committed to close all the points till 10/04/2018 but again the result was same there was no action from your side.

Mr. Rahul has a very unprofessional approach which is totally not acceptable. The client is very unhappy for the way Sparkline is giving service during the DLP.

Mr. Ajay kindly look into the matter, otherwise we have to take strong steps against Sparkline. So understand the gravity of matter and immediately arrange the material and manpower to complete all the pending points.

Also must instruct Mr Rahul to improve his behavior or depute some other responsible engineer at site.

Thanks

With Regards

**ADITYA KATOCH**



**SMCC CONSTRUCTION INDIA LTD.**



**(C/o Maxxis Rubber India Pvt. Ltd.)**

Site Office: PLOT NO. SM-12 & 51/2,  
INDUSTRIAL ESTATE, SANAND-II,

Mobile: 91-9566243679

Email id : [aditya.katoch@smcon.co.in](mailto:aditya.katoch@smcon.co.in)

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**From:** Rahul Jalke [mailto:rahul.j@sparkline.co.in]  
**Sent:** Wednesday, April 25, 2018 2:58 PM  
**To:** pramod4510@gmail.com; aditya.katoch@smcon.co.in  
**Cc:** kushal.j@sparkline.co.in; amit.mishra@sparkline.co.in; 'Ajay Raval'  
**Subject:** Spare warranty service material.

Dear sir,

Greeting !!

As per telephonic discussion on last week, till Warranty Spare material not received on my site, we are continuing follow up to our supplier, but still it is in process ..

Now; This weekend Spare material will be received on it, when material is received, I will inform you,

Regards,

**Rahul Jalke | Service Engineer**  
Sparkline Equipments (P) Ltd | Plot No. 32/2 | F II Block  
MIDC | Pimpri | Pune - 411 018 | Maharashtra | India  
Tel: +91 (20) 27130224 / 27130689 | +91 9727651695

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✉: [rahul.j@sparkline.co.in](mailto:rahul.j@sparkline.co.in) ✉: [spares.pune@sparkline.co.in](mailto:spares.pune@sparkline.co.in)

