

To: Quality Control, XYZ Equipments Ltd.
Subject: Complaint - Defective Power Units

We placed Order #PQ-11239 for 30 units of your new GP-4000 Power Units. After testing, 12 units were found to overheat dangerously within 5 minutes of operation.

Please investigate and arrange replacement urgently.
Safety test reports attached.

Sincerely,
Head Engineer
Energys Labs Pvt Ltd