Bonfiglioli Transmissions Private Limited
India

Bonfiglioli
Forever Forward

## Customer Service Report

MWS [ ] D&P [✓]

| | | | | | |
|---|---|---|---|---|---|
| Customer Details | M/S R. K. Foods (Jagdishpur, UP) | GB Supplied Via | Running Hrs | | Complaint Claim No: |
| | | | Complaint Addressed as | Initial Start | Call Attended Date: 25/8/25 |
| | | | | Under Utility ✓ | Call Closed Date: 25/8/25 |
| | | | Directly Supply | OEM | Dealer / Application |
| | | Prime Mover Details | BTPL | Larke. | Elevator |
| | | | BVN | BRI | HEM / Other's |
| Site Contact Person | Name: Mr. Deepak. | GB Spec: | FA 85 P7.5 P112 B5 B3 | Gear Box Status | Warranty |
| | Mail Id: | GB Serial No: | IN23240238474 | | Out Of Warranty |
| | Mobile No: 9584625696 | Batch No: | | | Commissioning |
| Complaint Reported By Customer | | Complaint Observed By Service Engineer | | | |

| | |
|---|---|
| Action Taken / First Stage Observation | 1. Visited to the site and found gearbox and motor is in decoupled condition from application. 2. Opened the gearbox and found both input bearing got damaged. |
| Resolution Provided | 3. Replaced the both bearing and make the gearbox ready. 4. After that checked motor and found motor shaft jammed so dismantle the motor and found one bearing burnt-out (Drive-End side) and motor has rubbing mark. |
| Parts Recommended | 5. Now customer not agreed for rectification they want replacement. |

| Complaint Closed Via: | With Material | | without Material | |
|---|---|---|---|---|

Customer Remarks:

| On Site Visual Inspection Check List | | Actual Observation |
|---|---|---|
| Period | Manufacturing Date | 02/24 |
| | Commissioning Date | APR-25 |
| | When is the Problem observed after commissioning | After 4 months |
| | Running Time Per Day | — |
| Environment | Open condition or closed condition | Closed |
| | Dust has fully covered on the gear box | No |
| | Operating temperature | 40 Deg |
| Lubricant | Oil Level (less / Normal / Over Level) | Normal |
| | Oil grade | Synthetic EP320 |
| | Oil Change Period | |
| | Oil Colour | Black ish |
| | Factory filled oil in gear box or Customer filled oil in gear box | Factory |
| Electrical observation | Current | Amps |
| | Voltage 1 Phase / 3 Phase | — Volts |

| On Site Visual Observation Check List | | | Observation Remarks |
|---|---|---|---|
| Customer observing issue from start | Noise | Dent Noise | |
| | | Rubbing Noise | |
| | | Bearing Noise | |
| | | Cyclic Noise | |
| | | Vibrating Noise | |
| | | Fan cover Noise | |
| Internals observation | Bearing condition | Jammed | Yes |
| | | Rusted | Yes |
| | | Damage | Yes |
| | | Burnt Mark | Yes |
| | Gear wheel /Pinion Condition | Rubbing Mark | No |
| | | Worn-out | No |
| | | Tooth Damage | No |
| External Observation | Gear Box has coupled with other manufacture motor or BTPL motor | | BTPL B3 |
| | Physical Mounting Position | | |
| | Ensure the operating vibration between platform and gear box | | |
| | Pulley or Sprocket Details (Dimension) | | |
| | Ensure the oil seal has rubbed over the pulley or not | | |
| | Customer has weld any components | | |
| | Done any machining operation on the gear box by the customer | | |
| | Check the mounting Bolts | | |
| | Check any hidden marks on the output & input shaft | | |
| | Customer shaft run out | | |
| | Prime mover condition, Direct motor Coupling or any linking mechanism | | Direct |

*Need of Value added service:*
1.) Customer willing for AMC? _____
2.) Customer need Spares for their stock? _____
3.) Customer willing to sign On Call Basis Service? _____
4.) Customer need any In House repair service? _____

| | | | |
|---|---|---|---|
| Service Engineer Details | Mobile: 7824836008 | BTPL Engineer Signature | Customer Signature with Seal |
| | Region: North | | |

| Customer Feedback Survey Objectives | Excellent | Good | Satisfied | Average |
|---|---|---|---|---|
| Does your complaint was responded on time from HO? | | | | |
| Our service engineer reached site as per commitment? | | | | |
| Does our service engineer well competent enough to address your complaint? | | | | |
| Rate our product performance? | | | | |
| How much will you Rate our service support? | | | | |

Customer Remarks: In case of "Average"

Signed by Customer

To Reach us with your query or any service please use our customer Toll Free No: 1800 209 1551
Please use your complaint ID for Customer Service Support Mail Id: customercare_BTPL_IN@bonfiglioli.com

BUPTS BTPL SER CI_02.01 Rev 7, Rev Date 11.04.2023

6. I will discuss this issue with our team and update soon.