<info@sanketecoenergy.com> Thu, 24 Apr, 2025 at 5:01 pm
To: Kundan - CS (Ritesh Khodiyar) <customerservice@kundan3.com>, technician@kundan3.com
Cc: Shreyans Shah (Kundan) <shreyans@kundan3.com>, mehul@kundan3.com, sanjay@kundan3.com

Dear Umesh ji ,

I hope this message finds you well.

I would like to sincerely appreciate the prompt and dedicated service provided by you and your team from Kundan Industrial Products & Services.

Your quick response on the morning of 23rd April was highly commendable. We truly value your urgency in visiting our factory and promptly resolving the issue related to the auto greasing system. Your efforts ensured that the system was up and running smoothly once again by identifying and addressing the issue with the distributor unit.

Furthermore, we are equally grateful for your follow-up visit on 24th April, where you rechecked the system to ensure its optimal functioning. Your methodical approach in using the weighing machine to confirm that the adequate amount of grease was being dispensed into the machine reflects your commitment to quality and customer satisfaction.

We do, however, have a small concern regarding the distributor unit we initially received. It appears that the supplied unit has 12 outputs, while our system is configured for 10 outputs, making it incompatible. We kindly request you to arrange for a replacement distributor unit that matches our requirement.

Once again, thank you for your outstanding support and dedication.

Thanks & Regards

JATIN MODI
PARTNER
9662308023
INFO@SANKETECOENERGY.COM

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SUSTAINABLE ENERGY SOLUTIONS

Shreyans Kundan3 <shreyans@kundan3.com> Thu, 24 Apr, 2025 at 10:49 pm
To: Sanjay kundan <sanjay@kundan3.com>
Cc: Mehul Kundan <mehul@kundan3.com>, Technician Kundan <technician@kundan3.com>

Sanjay,
If supplied ssv12 is also suitable, then explain customer accordingly and convince him. Else, what is the best outcome we need to workout ?

Thanks & regards ...
Shreyans Shah