

Macro Hardware & Construction Supply Co., Inc
 1525 Valeriano E. Fugoso St, Brgy 329 Sta Cruz, MANILA CITY, Metro Manila
 KWD-BLC-30885
 IDU: 01382408-11625
 DOP: August 4, 2025
 Dealer: Western Appliances
 Customer Complained: Nag au-auto off and on yung unit

Edit Customer - Macro Hardware & Construction Supply Co., Inc

- Information
- Model
- SJR History
- Complaints

Create SJR

SJR History

Show 10 entries

Search:

SJR No.	Date Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status
HC-00289798	08/18/2025 03:58 PM	Field	Troubleshooting	Full Warranty	MARFS-B-Team Revshare 1	KWD-BLC-30885	Findings - loose wirings only. Recommendation - Reconnect and tighten wirings of unit. Repair Done - check up & customer refused to repair customer request for replacement of new unit.	08/22/2025	400.00	0	Tools and Parts Liquidation

Showing 1 to 1 of 1 entries

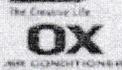
Previous 1 Next

- As per customer "ang issue lose wiring, dahil naka sealed yan diriliver sa amin, then dinala agad namin sa client yan, so may ganyang issue, bago pero ang issue lose wiring, tapos hindi lumalaming, paano naman yung client namin, masisira kami, na yung kolin brand is hindi ok. paano yung yung support namin sa inyo."
- nag try na pong offeran ng extended warranty still customer insisting for unit replacement



ReyAir Ref & Aircon Services

MANILA: #2714 M. I. St. Brgy. 382, Sta. Cruz, Manila
 Q.C.: #2 Corumi St. corner Del Monte Ave. Masambong, Q.C.
 Tel nos.: 8781-5551, 8781-8299, 8861-2941, 8994-3088, 8749-1594
 Mobile/Viber nos.: 0922-8666771; 0922-8666773 0977-8072017 (globe)
 email: reyair@gmail.com



KOLIN, GREE, TCL, OX, AUX Authorized Service Center

SERVICE JOB REPORT:

Warranty Chargeable Pull-Out Delivery

No. **83541**

CUSTOMER: <u>Manco Hardware</u>	Date: <u>8-22-25</u>
ADDRESS: <u>1525 Valeriana E. Legarda</u>	Tel. No.: <u>0956-6874058</u>
	KOLIN SJR: <u>110-00269788</u>

Unit/s / Type: <input type="checkbox"/> Window <input type="checkbox"/> Split <input type="checkbox"/> Ceiling <input type="checkbox"/> Package <input checked="" type="checkbox"/> Others	Dealer: <u>Western</u>
Brand & Model: <u>KWD-BLC-30275</u>	Date of Purchase: <u>08/04/25</u>
Horse Power / Toner: _____	Sales Invoice No.: _____
Serial No.: <u>01382908-11025</u>	

Complaint: aka off & blinking display

Defects & Findings: Loose wiring

Cause of Breakdown: _____

Work Done: Check-up

Recommendation: Customer Refuse to repair (customer request for Replacement unit)

Next Gen. Cleaning must be on Sticker

CHARGES:

Parts/ Materials used: _____

W.T.Y

Labor: _____

Handling: _____

Total: _____

Amount Paid: _____

Balance: _____

Bank/ Check No.: _____

Time In: Alberto

Time Out: Andrew

Service by: James

I hereby agree to the above repair charges incurred/ to be incurred to my unit and to the terms and conditions stated at the back and that I received the unit in good working condition.

Andrew Yu
 CUSTOMER
 (signature over printed name)

You

ma'am yung kay Macro Hardware & Construction kung loose wiring po bakit po hindi na reconnect ni tech? ano po ba sabe ni cust?

sa push button / power switch po nag loose yong wiring

Edited 10:51 AM

You

bat di po naconnect ni tech ma'am ano po naging usapan nila ni cust?

pwede po ma fixed ni technician kaya lang ayaw niya po talaga pa repair ... kasi sa customer nila yon nahihya sa customer baka pagtapos ng repair bumalik ulit yong sira

Edited 10:54 AM

Yung nga po, bago yung unit, ang issue lose wiring, dahil naka sealed yan diniliver sa amin, then dinala agad namin sa client yan, so may ganyang issue, bago pero ang issue lose wiring, tapos hindi lumalamig. paano naman yung client namin, masisira kami, na yung kolin brand is hindi ok. paano yung yung support namin sa inyo.

kahit namn po sino, bago yung unit, tapos may ganitong issue. 🙄

11:34 AM

hindi pa din po accepted yan, kung ok ng unit kahit itravel yan walang magiging defect yan hindi makaka encounter na hindi lumalamig yung client namin, gnun din yung hindi papatay patay yung ilaw. kung ganyan na wala kami makuha na support galing sa inyo, hindi na rin namin ipupush yang kolin brand. kc po napapahiya kami sa client namin.



APPLIANCES SUPPLY CO., INC.

Boval Aragona Commercial Center, C.M. B...
Grey 205, Santa Cruz, City of...
VAT REG TIN: 000-308-100...

SALES INVOICE

000-129-115-000

CONSTRUCTION SUPPLY CO., INC.

2251 PANGLOSSA TRIZ MANILA

000-129-115-000

CONSTRUCTION SUPPLY CO., INC. CTA 20017

Transaction #: 30134
Invoice Date: 08/04/2015
SIN#: 00-0000000000000000
Terminal: T-RECP01
Cashier: Babyl Pagasa
Sales Person: Babilie Canto-BAK

QUANTITY	DESCRIPTION	QUANTITY	PRICE	TOTAL
1	KUBIC BARROS KOLIN BITUMEN STNDS WATER DISPENSER	1	7,100.00	7,100.00

AMOUNT DUE	7,100.00
TOTAL PAYMENT	7,100.00
CHANGE	0.00
VARIABLE SALES	0.00
Zero-Rated Sales	0.00
VAT Exempt Sales	0.00
VAT	150.71

Model No.: 00388821-0000 Serial No.: IC2048D966
 200 EXHIBIT TOWER FIVE CENTER EXCHANGE ROAD Machine No.: 21012118002100061
 1000 CAS CENTER SAN ANTONIO PASIG CITY 1605
 1000 CAS CENTER SAN ANTONIO PASIG CITY 1605 Permit No.: 19021021-115-017013-00000
 Date Issued: 01/25/2011
 Date: 08/04/2015
 Date: 08/04/2015

Terms and Conditions: The merchandise remains the property of the Company until paid in full. In case of litigation, the Customer agrees to pay the cost of the suit, interest at 20% per annum, penalties at 20% of the sum due, and attorney's fees equivalent to 25% of the principal, interest and penalties. The parties expressly submit themselves to the jurisdiction of the courts of Metro Manila. In case of sales cancellation, the Customer agrees to pay a cancellation fee of 5% of the invoice amount and pay the cost of any giveaway item.

I have received the above in good condition. I agree to Western's installation Disclaimer, Terms and Conditions. *see back for details

Shipped by	Approved by	Delivered by	Customer Signature (Pre-Printed Name)
			<i>Mia Cayanan</i>

AUG 10 2015

CUSTOMER NAME: Carpio, Maribel
 CUSTOMER CODE: CUST-00296446
 ADDRESS: 34 RFM Cmpd. Balagtas St., Tuzon Village, Brgy Pamplona Uno, LAS PIÑAS CITY, Metro Manila
 COMPLAINT: Noisy
 UNIT MOD KA-150MCARINV32
 DOP: 06/23/2025
 DATE COMPLAINED: 08/18/2025
 DATE LAST ATTENDED: 08/26/2025
 Dealer: WESTERN APPLIANCES

Edit Customer - Carpio, Maribel

- Information
- Model
- SJR History
- Complaints
- Warranty

SJR History

Show 10 entries

SJR No.	Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status
HO-00296999	08/18/2025 01:26 PM	Field	Troubleshooting	Full Warranty	H-TS TEAM QUEVAS	KA-150MCARINV32	Findings - Masasang ugong or tungon masasak sa mga... Recommendation - Noise : Customer install unit. replacement... Repair Done - Try to replace blower wheel same sound & fix installation	08/26/2025	0.00	0	Completed
HO-00270899	08/27/2025 02:16 PM	Field	Replacement of Unit	Full Warranty	H-TS TEAM QUEVAS	KA-150MCARINV32	Findings - ... Recommendation - Clean Air Filter regularly... Repair Done - Deliver replacement unit and pull-out existing unit. RDR: 10502 / OLD SN: 191172501-10253 / Warranty	09/09/2025	0.00	0	Completed

Showing 1 to 2 of 2 entries

Create SJR

Search

Showing 1 to 2 of 2 entries

CUSTOMER NAME: Guevara, Kenneth
 CUSTOMER CODE: CUST-00292046
 ADDRESS: 1408 Yaso Bldg Satori Res., Brgy Santolan, PASIG CITY, Metro Manila
 COMPLAIN: For delivery shop Repair - OTH3
 UNIT MOD KWD-BLC-30885
 DOP: 02/21/2025
 DATE COMPLAINED 08/05/2025
 DATE LAST ATTENDED: 08/19/2025
 Dealer: WESTERN APPLIANCES

Edit Customer - Guevara, Kenneth

Information Model SJR History Complaints

Create SJR

SJR History

Show 10 entries

Search:

SJR No.	Date Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Balance	Amount Paid	Status
HO-00292493	08/24/2025 04:41 PM	FIELD	Troubleshooting	Full Warranty	IN-HOUSE TEAM SALOMON	KWD-BLC-30885	Findings - Furo leak na yung bubong hose pati langha. Recommendation - Frigido repair. Repair Done - Check up Direct. Pul-out Warranty - POBI REF: 00158	08/26/2025	0.00	0	Completed
HO-00292744	08/27/2025 08:12 AM	Pull-out	Troubleshooting	Full Warranty	IN-HOUSE-CARDENO	KWD-BLC-30885	Findings - The Water Has Sediment. Recommendation - For General Cleaning of Water Tank Hot and Cold including Higs and Faucet. Repair Done - General Cleaning of Water Tanks Hot and Cold including Higs and Faucets	07/02/2025	0.00	0	Completed
HO-00292993	07/02/2025 09:17 PM	FIELD	Delivery of Unit/ Accessories	Full Warranty	IN-HOUSE TEAM SALOMON	KWD-BLC-30885	Findings - For delivery of unit. Recommendation - N/A. Repair Done - Attended only. Hand summarized as follows by customer. WFOC will cancelled SOP# 2994	07/02/2025	0.00	0	Completed

HO-00257985	08/05/2025 04:17	Field	Delivery of Unit / Accessories	Full Warranty	IHTS TEAM VILLAFUERTE	KWD-SUC-20835	Findings - For delivery of unit... Recommendation - Note: Customer insist unit replacement. Repair Done - Delivered unit of customer but still has problems in the water upon testing. Pulled out unit again of customer w/ cancelled SDR# 2975	08/19/2025	0.00	0	Completed	
HO-00270832	08/27/2025 12:06	Field	Replacement of Unit	Full Warranty	IHTS TEAM VILLAFUERTE	KWD-SUC-20835	Findings - Unplugging cold faucet water dripping... Recommendation - Note: Customer refuse to repair insisting for refund. 3rd time msg by & message as sit customer... Repair Done - Checked up only w/ cancelled RDR# 19500	09/02/2025	0.00	0	Completed	

Showing 1 to 5 of 5 entries

Grant Alpha Const. C/O Marlon B. Alasaas
 Tooth Fairy Dental Clinic 2F Unit 5 Yasmine Bldg. , Marawoy, LIPA CITY, Batangas!
 KWD-BLC-2088B
 IDU: 01362408-14401
 DOP : May 26, 2025
 Dealer: Western Appliances
 Customer Complained: Foul Taste Of Water

Edit Customer - Grant Alpha Const C/O Marlon B. Alasaas

- Information
- Model
- SJR History**
- Complaints

SJR History

Show 10 entries

SJR No.	Date	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status	Evaluation
HO-00289309	08/14/2025 02:28 PM	Field	Troubleshooting	Full Warranty	PRAMS-VL Team Cenila 1	KWD-BLC-2088B	Findings - Water tank stain, ... Recommendation - For replacement of cold water tank, ... Repair Done - Check up Only / NOTE By Customer ang unit ng binili sa una pa LNG ay magkataba LASA ang sila akala namin dahil bago LNG cya maka tailong palit po ng tubig na sila ganun parin ang LASA parang kalawang o lasing kahoy kung pwede change unit na LNG po hindi yung display	08/19/2025	400.00	0		

- As per customer "May times na sobrang lasang platic, tapos may times na naglilasang kahoy na basa.. parang ganun. Actually pagkabili po naglalasa ng ganyan, hindi lang namin pinansin kasi kala namin dahil bago lang sya, pero habang natagal po, palakas ng palakas ung lasa nya."

→ for replacement, latest batch
 → for further study of defective replaced customer's unit.

[Signature]
 8/27/25

CUSTOMER SERVICE REPRESENTATIVE

BATANGAS BRANCH

📍 Puregold Batangas, P. Burgos St.,
Brgy. Calicanto, Batangas City

✉️ csrbtg@western.com.ph

☎️ (043) 702-2667; (043) 722-2178

☎️ 0998 - 582 - 9627



WESTERN
APPLIANCES

Owned and Operated by: Attivo Realty Developme
Puregold Price Club Commercial Unit No. 1-6
Brgy. Calicanto
VAT REG TIN: 007-3
Phone: (

Transaction #: **SALES 5406**
Invoice Date: 05/16/2018
Terminal: 63 - BTMPOS
Cashier: Harold Saba
Sales Person: Richard Viana

Address:

Terms:

Rem

Contact No:

DESCRIPTION
KOLIN BTM LD STNDR WATER

QTY

1

PRICE
6,899.00

TOTAL

6,899.00







Malaluan, Jonathan - CUST-00079296
 B3 L10 Moonstone St., Camella Classic, Brgy. Molino 3, BACCOOR CITY, Cavite

KA-100MCARINW32
 IDU : 19162408-10305
 DOP : March 06, 2025

Dealer: Imperial

Customer Complained: Foul Odor and The dry mode is cooler than the cool mode.

DATE CSDCMPAINED: 4/26 RECURRING FOUL ODOR

Edit Customer - Malaluan, Jonathan

- Information
- Model
- SJR History
- Complaints
- Warranty

SJR History

Show 10 entries

Search:

SJR No.	Date Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status
HO-00252743	04/26/2025 09:20 AM	Field	Troubleshooting	Full Warranty	IH-SPARE TEAM QUEWAS	KA-100MCARINW32	Findings - Foul odor, Recommendation - Always clean air filter unit for observation, Repair Done - Cleaning of evaporator / Warranty unit	05/02/2025	0.00	0	Completed
HO-00254480	05/06/2025 10:43 AM	Field	Troubleshooting	Full Warranty	IH-Backup Team	KA-100MCARINW32	Findings - No trouble found. Hindi nasakutan yung foul odor, Recommendation - For observation, Repair Done - Check up only / Warranty unit	05/08/2025	0.00	0	Completed

Create SJR

HO-00257631	05/22/2025 02:27 PM	Field	Troubleshooting	Full Warranty	IH-GC TEAM SALOMON	KA-100MCARINW32	Findings - Full odd... Recommendation - For pull out unit for shop observation. Bring service unit. Repair Done - Checked up only	05/24/2025	0.00	0	Completed	View
HO-00258258	05/26/2025 04:04 PM	Field	Unit for Pull-out	Full Warranty	IH-TS TEAM VILLAFUERTE	KA-100MCARINW32	Findings - Cancelled Service By Customer... Recommendation - May Emergency po si Customer / Dinula nya sa Doctor ang Kanyang Anak. Repair Done - Attended only	05/31/2025	0.00	0	Completed	View
HO-00259106	05/31/2025 10:42 AM	Field	Unit for Pull-out	Full Warranty	IH-SPARE TEAM CUEVAS	KA-100MCARINW32	Findings - Recommendation - Repair Done - Pull out customer unit for shop repair with service unit #19 / Note: As per customer mas malamig pag naka dry mode contain sa cool mode. mahina ang lamig sa 25°C customer request replacement of unit	06/04/2025	0.00	0	Completed	View

HO-00259854	06/04/2026 02:54 PM	Pull-out	Troubleshooting	Full Warranty	IH-SHOP-CAPANGPANGAN	KA-100MCARINW32	Findings - Foul Odor... Recommendation - For General Cleaning... Repair Done - Done General Cleaning, Unit Observed for 2 Days no Foul Odor Occur Test Unit OK	06/11/2025	0.00	0	Completed	View
HO-00261028	06/13/2026 12:04 PM	Field	Delivery of Unit / Accessories	Full Warranty	IH-SPARE TEAM CUEWAS	KA-100MCARINW32	Findings - Pull out service unit no. 19. Recommendation - Clean air filter regularly... Repair Done - Done pull out service unit and delivered shop repair unit	06/14/2025	0.00	0	Completed	View
HO-00262821	06/25/2026 10:24 AM	Field	Troubleshooting	Full Warranty	IH-GC TEAM SALOMON	KA-100MCARINW32	Findings - Foul odor same problem... Recommendation - For pull out shop repair / For replacement ng evaporator... Repair Done - Checked up only/ For 2nd Action need service unit	06/28/2025	0.00	0	Completed	View

SJR No.	Date Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status	View
HO-00283098	06/28/2025 04:22 PM	Field	Unit for Pull-out	Full Warranty	IH-TS TEAM VILLAFUERTE	KA-100MCARINW32	Findings - For pull out unit. . . Recommendation - Note : No face cover, no filter net, no display board, no shell case. Rush repair. . . Repair Done - Pulled out customer's unit & delivered service unit no. 19. POIBRR 00160	07/02/2025	0.00	0	Completed	<input checked="" type="checkbox"/> View
HO-00283688	07/02/2025 04:53 PM	Pull-out	Troubleshooting	Full Warranty	IH-SHOP- CAPANGPANGAN	KA-100MCARINW32	Findings - Foul odor. . . Recommendation - For GC. . . Repair Done - Rendered general cleaning.	07/10/2025	0.00	0	Completed	<input checked="" type="checkbox"/> View

Show 10 entries

Search:

SJR No.	Date Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status	View
HO-00284782	07/11/2025 04:28 PM	Field	Delivery of Unit / Accessories	Full Warranty	IH-TS TEAM VILLAFUERTE	KA-100MCARINW32	Findings - For delivery of unit. . . Recommendation - Clean air filter regularly. . . Repair Done - Delivered / Installed customer's unit & pulled out service unit no. 19	07/12/2025	0.00	0	Completed	<input checked="" type="checkbox"/> View

Showing 11 to 11 of 11 entries

Previous 1 2 Next

The customer is requesting a replacement of the unit due to persistent issues that have not been resolved despite multiple service visits. According to the customer, the service/loaner unit provided does not exhibit any foul odor, which led the customer to question the quality of the original unit. The customer also observed that the "Dry" mode feels colder than the "Cool" mode, which they find unusual. This has contributed to their concern about the unit's performance.

- 2x PULL OUT UNIT, MAY BEBY SA ROOM, ABKA NA PNU PD ANB LPHINS PULL OUT 1 PROBLEM SA UNIT.

IMPERIAL APPLIANCE PLAZA - LAS PIÑAS BRANCH

Owned & Managed by: VIC IMPERIAL APPLIANCE CORPORATION
 Alabang Zapote Road, Talon Uno, City of Las Piñas, NCR, Fourth District
 ☎ (02) 507-6046 • 800-9990
 VAT Reg. TIN: 000-249-888-00067
 website: www.imperialapplianceplaza.com.ph

CASH RECEIPT No. 278680

Date: March 6, 2025

Received from:	MALALUAN, JONATHAN	
Bus. Name/Style	TIN	
Address:	83 LIO HODDSTONE ST. CAMELLIA CLASSIC MOLND 3 BACDOR CAVITE/ 09167661994	
In payment of:	SI#45423	
Cash:	19,200.00	Bank/Check No:
Check:	0.00	Check Date:
Total	19,200.00	
Amount in words:	NINETEEN THOUSAND TWO HUNDRED AND XX / 100 ONLY	

Authorized Signature

500 Pids (50 x 3) 250091 - 285000 BIR Auth. No. 7251032328000019171
 Date Issued: 05/04/2022 Valid until: 05/03/2027
 Loose Leaf Permit No. 08-2018-123-088 Date Issued: 08/17/2018
 KWIK SHARP PRINTING / TERESITA B. TALAMOR
 Fundador, Malo, Iloilo City ☎ 033-335-0066 TIN: 402-273-087-00000-VAT
THIS CASH RECEIPT SHALL BE VALID FOR FIVE (5) YEARS FROM THE DATE OF ATP
THIS DOCUMENT IS NOT VALID FOR CLAIM OF INPUT TAXES

KWIK SHARP PRINTING / TERESITA B. TALAMOR Fundador, Malo, Iloilo City ☎ 033-335-0066 TIN: 402-273-087-00000-VAT

ANCE PLAZA

APPLIANCE CORPORATION
 Uno, City of Las Piñas, NCR, Fourth District
 ☎ 800-9990
 19-888-00067
 lanceplaza.com.ph

Date: 03/06/2025

C. MOLND 3 TIN:

DESCRIPTION	UNIT PRICE	AMOUNT
2408-10305	19,200.00	19,200.00
Gross Selling Price		17,142.86
12% VAT		2,057.14
Total Amount Payable		19,200.00

merchandise in 1 condition
 Total Amt. Payable
 SIGNATURE
 LAS PIÑAS

Printer's Accr. No. 072AMP2031000000004
 Date Issued: December 23, 2023

Montes, May / Reyes, Anthony
 2037 Candido St., Brgy. Mapulang Lupa, VALENZUELA CITY, Metro Manila
 KSM-HW15-WCT10M1M32
 18632501-27287 / **18042501-27588**
 05/11/2025
 Dealer : Mega Saver
 Customer Complained: July 9, 2025 Water Dripping / Not Cooling
 Received Complaint from dealer to service: July 9, 2025

Edit Customer - Montes, May / Reyes, Anthony

Information # Model SJR History Complaints

SJR History

Show 10 entries

Search:

SJR No.	Date Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status
HO-00267128	05/20/2025 04:02 PM	Direct Call	Installation	Chargeable	MARPS-R-Team Master 1	KSM-HW15-WCT10M1M32	Findings - ... Recommendation - ... Repair Done - Installed	05/16/2025	0.00	0	Completed
HO-00267129	05/20/2025 04:02 PM	Direct Call	Installation	Chargeable	MARPS-R-Team Master 1	KSM-HW10-WCT10M1M32	Findings - ... Recommendation - ... Repair Done - Installed	06/16/2025	0.00	0	Completed
HO-00264401	07/08/2025 02:44 PM	Field	Troubleshooting	Full Warranty	IH-GC TEAM SALOMON	KSM-HW15-WCT10M1M32	Findings - System undercharge, possible leak... Recommendation - Note: Ayaw na pagisaw sa customer ang unit. Gusto ni customer palitan ng bagong AC unit nya. Pang apat na yung in house na nag check ng unit nya... Repair Done - Checked up only	07/11/2025	0.00	0	Completed
HO-00264791	07/12/2025 09:14 AM	Field	Troubleshooting	Full Warranty	IH-TS TEAM VILLAFUERTE	KSM-HW15-WCT10M1M32	Findings - For leak testing of indoor, outdoor & copper tube... Recommendation - Note: Customer insist new unit replacement... Repair Done - Leak testing indoor, outdoor & copper tube 350PSI with bubble test.	07/16/2025	1255.00	0	Evaluation

Showing 1 to 4 of 4 entries

Previous 1 Next

Create SJR

Attempt to resolve:

- Nacovince po si customer na magpavisit sa Inhouse July 11, 2025
- July 15, 2025 Na leak test na po ito ni Villafuerte wala silang makitang leak sa indoor and outdoor. Base sa kanyang findings Possible Micro leak ang problema, pwedeng sa evaporator, condenser o kaya sa piping.
- Sa ngayon po hindi pa verified kung nasaan leak, kasi everytime po na pupunta si IH sa location ni customer. Either ayaw pagalawin o pinaalis agad.
- Ngayon po ayaw na ni customer na magpapunta ng technician para po maleak test ang copper tube/piping.
- Willing po i-shoulder ni MAFREE ang replacement unit once na verified na may kinalaman ito sa workmanship problem.
- Bago install ang unit, mag kaconduct ng Leak test ang MAFREE sa piping bago install ang unit.
- HINDI RIN PO VMAPPNYS NA I-RUL OUT ANG UNIT.
- SUPLEX LEAKE CUSTOMER
- NAB PAFUE NAB PEN PO PAKA MABYA P71





MAF Ref & Aircon Repair Shop

Authorized, Installer & Service Center
#141 Unit B Lot 10 Bldg 4 - Cospin St. Bgy. Tinajeros Marikina City
Cp# 0933-9258673 / 0918-3645324

Brands Serviced

Tel. 8395-7706 * E-mail mrafaircon23@yahoo.com

SERVICE REPORT

28281

AMERICAN HOME

SHARP

TCL
The Creative Life

HANABISHI
Quality that grows with you

CUSTOMER	ANTHONY REYES
ADDRESS	MARIAN LUPA
TEL NO	

Product	SVUT
Brand/Model No.	KOLN
Serial No.	
Date Completed	6/17/18
Date Serviced	6/18/18

WARRANTY DETAILS

PURCHASE DATE	RECEIPT NO	PURCHASED FROM	WARRANTY CODE
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SERVICE DETAILS

Check-up
-tighten service valve 3/8
note: customer concern about the
dent of the front cover
of the outdoor unit
+ Abs charging

REPORTED FAULT

W/ LEAK IN INDOOR
& NOISY UNIT
(KICK JOB)

QTY	UNIT NO	DESCRIPTION	PRG NO	UNIT PRICE	AMOUNT

CHARGE DETAILS

LABOR CHARGE	
PARTS CHARGE	
OTHER	
TOTAL DUE	

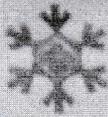
RECEPTIONIST MCE	SUPERVISOR	TECHNICIAN Edgar Yea	RELEASED BY
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CUSTOMER SIGNATURE

RECEIVED FROM CUSTOMER AND DISPATCH

DATE: 6/18/18

TERMS AND CONDITIONS: UNIT MUST BE CLAIMED WITHIN 90 DAYS FROM DATE REPAIRS ARE COMPLETED
TO AVOID CLAIMS. UNITS THAT ARE NOT CLAIMED WITHIN 90 DAYS WILL BE SUBJECT TO AN ADDITIONAL STORAGE FEE
AND WILL BE REPAIRED AT THE DISCRETION OF THE SERVICE CENTER. UNITS THAT ARE NOT CLAIMED WITHIN 90 DAYS
WILL BE REPAIRED AT THE DISCRETION OF THE SERVICE CENTER. UNITS THAT ARE NOT CLAIMED WITHIN 90 DAYS
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WILL BE REPAIRED AT THE DISCRETION OF THE SERVICE CENTER.



MAF Ref & Aircon Repair Shop

SERVICE REPORT

Authorized, Installer & Service Center
#141-Unit B Lot 10 Blk 4 - Crispin St. Brgy. Tinajeros Malabon City
Cp#: 0933-9255673 / 0916-3645324

28564

Brands Serviced:

Tel. 8395-7706 * E-mail mafrefaircon23@yahoo.com

AMERICAN HOME

SHARP

TCL
The Creative Life

HANABISHI
Quality that grows with you

CUSTOMER	Anthony Reyes
ADDRESS	2039 Candido St. Inapulang Upper Valenzuela City
TEL NO	

Product	Split
Brand / Model No.	Kolin
Serial No.	
Date Complained	6/19/05
Date Serviced	

WARRANTY DETAILS			WARRANTY CODE
PURCHASE DATE	RECEIPT NO.	PURCHASED FROM	

SERVICE DETAILS	CHECK UP
PSY 125 / CURRENT 0.87 / V. 227	
Indoor	out
REMARKS: Intake - 25.6	Intake - 33.0
Discharge - 13.3	Discharge - 40.9
Room - 23.6	Ambient - 33.0

REPORTED FAULT
checkup
high and
leak unit

PARTS UNIT OPERATIONAL OK					
QTY	PART NO.	DESCRIPTION	PRES NO.	UNIT PRICE	AMOUNT
NOTE CUSTOMER					
GUSTO NI CUSTOMER PAHIT NG UNIT					
NAGMAGHANAWA DAW TO YAKO LAMIG 3/0 JOBS					
MITSUBI YUNG KANAL SA OUTDOOR UNIT					

CHANGE DETAILS
LABOR CHARGE
PARTS CHARGE
OTHERS
TOTAL DUE

RECEPTIONIST	SUPERVISOR	TECHNICIAN	RELEASED BY
Ince		Rodolfo Jimboy	

CUSTOMER SIGNATURE

TERMS AND CONDITIONS: UNIT MUST BE CLAIMED WITHIN 60 DAYS FROM DATE REPAIRS ARE COMPLETED. ALL UNITS CLAIMED WITHIN THE SAID 60 DAYS PENALTY WILL BE SUBJECT TO AT LEAST P25 STORAGE FEE PER DAY PLUS A PENALTY OF NOT LESS THAN P5000 IF UNITS ARE NOT CLAIMED WITHIN ANOTHER 30 DAYS. BEFORE OF NOTICES TO THE CUSTOMER, THEIR SAID UNITS WILL BE SOLD IN PROCEEDS OF WHICH WILL APPLY IN PAYMENT OF LABOR, PARTS, SERVICES, STORAGE AND PENALTY.

RECEIVED ITEMS IN GOOD ORDER AND CONDITION
SIGNATURE OVER PRINTED NAME

MAF Ref & Aircon Repair Shop

SERVICE REPORT

28055

Authorized Installer & Service Center
 814-12nd Blvd. 2nd Fl. Canton, OH 44702
 Call (330) 425-0271 / (330) 425-1324
 Fax (330) 425-0726 • Email: mair@mafr.com

FRIGAN HOME SHARP TOL
 THE CREATIVE LIFE



Model: R015 BT E2
 Remarks: Noisy works
 about condenser & evaporator upon
 vacuuming chg

Brand	SHARP
Unit Model	R015
Serial No.	41615
Date Completed	5/15/25
Date Serviced	5/15/25

REPAIR DETAILS
 Technician: UGOT
 Home Address: Non Val

REPAIR PARTS
 In 30 minutes
 No

SERVICE DETAILS
 AC REPAIRMAN at A/C
 SYSTEM TYPE 2.0HP
 #1 RSM-11015-10014102
 UNIT TESTED O.K.
 I 18632501-27283
 P 86472501-27288

REMARKS
 In 30 min. 300
 yards on meter
 running. 800

QTY	DESCRIPTION	PART NO.	UNIT PRICE	AMOUNT
1	Procter & Gamble	100000		800

TECHNICIAN RELEASED BY: [Signature]
 CUSTOMER SIGNATURE: [Signature]
 RECEIVED ITEMS IN GOOD ORDER AND CONDITION
 SIGNATURE OVER REPAIRED WORK

MAF Ref & Aircon Repair Shop

SERVICE REPORT

28056

Authorized Installer & Service Center
 814-12nd Blvd. 2nd Fl. Canton, OH 44702
 Call (330) 425-0271 / (330) 425-1324
 Fax (330) 425-0726 • Email: mair@mafr.com

AMERICAN HOME SHARP TOL
 THE CREATIVE LIFE



Model: R015 BT E2
 Remarks: Noisy works
 about condenser & evaporator upon
 vacuuming chg

Brand	SHARP
Unit Model	R015
Serial No.	41615
Date Completed	5/16/25
Date Serviced	5/16/25

REPAIR DETAILS
 Technician: UGOT
 Home Address: Non Val

REPAIR PARTS
 In 30 minutes
 No

SERVICE DETAILS
 AC REPAIRMAN at A/C
 SYSTEM TYPE 2.0HP
 #1 RSM-11015-10014102
 UNIT TESTED O.K.
 S#1 18632501-31104
 P#1 86472501-27588

REMARKS
 In 30 min. 300
 yards on meter
 running. 800

QTY	DESCRIPTION	PART NO.	UNIT PRICE	AMOUNT
1	Procter & Gamble	100000		800

TECHNICIAN RELEASED BY: [Signature]
 CUSTOMER SIGNATURE: [Signature]
 RECEIVED ITEMS IN GOOD ORDER AND CONDITION
 SIGNATURE OVER REPAIRED WORK

Hallit, Joelyn
 Brgy. Batong Malake, LOS BAÑOS, LAGUNA
 KEA-25BWR
 22032406-11115
 04/21/2025

Dealer : Abenson
 Customer Complained: As per customer "upon testing sa unit nag loop na yung timer agad pero ang sabi lang ng pm is sadyang sira daw yung saksakan ng unit nila sa store (they assume na yung ang reason bakit nag loop yung timer) pero a month after biglang tumigil ang fan, dinala nila sa abenson and dinala ni abenson kay whitefrost (brought-in) after a month pa ulit saka lang naibalik sa kanya ang unit. Pagka balik tumigil ulit ang fan and nag loop ang timer (kahit punasan ang surface ng button hindi nagiging okay).

Edit Customer - Hallit, Joelyn

Information Model S/R History Complaints

Showing 1 to 1 of 1 entries

S/R No.	Date	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status
HO-00283499	07/02/2025 09:08 AM	Direct Call	Troubleshooting	Full Warranty	FRAMS-VL Team Whitefrost 1	KEA-25BWR	Findings - ... Recommendation - ... Repair Done - Done. Replaced PCB. Unit OK	07/09/2025	800.00	0	Tools and Parts Liquidating

Previous 1 Next

Attempt to resolve:

-Tried to schedule ulit sa ASP para macheck ulit at marepair(but customer refused).
 -Offered warranty extension but customer refused. As per customer " ayaw ko na ng repair kung hindi nyo yan papalitan magpapa- DTI ako "

- **COPIING TIMER** **UNPLUGED** **NA PEN** **PO**
 - **2x PO** **WARRANTY** **DI NA** **PS** **PUNANGK**

→ could be defective tact switch on control board.
 → check if we have class B unit

[Handwritten Signature]
 7/17/25

Lucero, Joel
 Tanay Village, Brgy. Tandang Kutyo, TANAY, Rizal
 KA-150MCARINW32
 03/12/2025
 Dealer: Abenson
 Customer Complained: 05/30/2025 (as per customer upon installation wala na talagang lamig ang unit, akala nila dahil lang sa init ng panahon kaya inobserve muna nila)
 Received Complained from Dealer to Service: 05/30/2025

ASP Coordinator - almost one month, unable to monitor?

Edit Customer - Lucero, Joel
 Create SJR

Information Model SJR History Complaints

SJR History

Show 10 entries

Search:

SJR No.	Date Create	Job Type	Job Class	Warranty Type	Team	Model	Job Done	Date Finished	Billing Balance	Amount Paid	Status
HO-00263237	06/30/2025 01:23 PM	Pull-out	Troubleshooting	Full Warranty	AMPRS-B-Team MSM 1	KA-150MCARINW32	Findings - SYSTEM RESTRICTED. UNDERCHARGE Recommendation - FOR SHOP ISOLATION. For 2nd Action (Note: Cust. Insist for Replacement unit). Repair Done - CHECK UP AND CHECK PARAMETERS / PULLED OUT UNIT	06/02/2025	0.00	0	Completed
											Calendar

Showing 1 to 2 of 2 entries

Previous 1 Next

Attempt to resolve:
 -Schedule to ASP MSM on 06/02/2025 (msm advice customer that they need to pull out the unit kase need 1 system reprocess) customer disagreed to do the system reprocess but agreed to pull out the unit.
 -Tried to convince customer na magparepair and offered warranty extension but customer refused.

INTAKE: 36.3°C
 DISAPPEAR: 22.1°C
 AMBIENT: 35.9°C

AMBIENT: 35.9°C
 UPON INSTALLATION DI NA TUKLA CUMMILIS
 INOBSERVE YUNA DIBO IREPORT
 CLOSED SJSJFAM

abenson

Owned and Operated by: Abenson Ventures, Inc.

Abenson Ventures Inc



17932622

Santolan, Pasig
VAT REG TIN 004-147-434-083
BIRPN:FP02025-116-0492661-00083
MIN:012345678901234 SN:PCQJ5539-GMONJONH

SOLD TO: JOEL LUCERO CUST.TIN#: -
ADDRESS: TANDANG KUTYO TANAY VILL TANAYRIZAL (TANAY BASKETBALL COURT)
SHIP TO: JOEL LUCERO
ADDRESS: TANDANG KUTYO TANAY VILL TANAY RIZAL (TANAY BASKETBALL COURT)

QTY	CODE	ITEMS	UNIT PRICE	TOTAL
1	195893	KOLIN A/C KA150MCARIN32 1.5	23,500.00	23,500.00
1	1342/16552182	DELIVERY CHARGES	P498.00	P498.00
			Total	P23,998.00
			Amount Due	P23,998.00
				P23,998.00

DEPOSIT APPLIED
Approval #: 11168

*** This Serves as Your Sales Invoice		N:250312-00017379		***	
Number of Items:	2	AMOUNT		VAT AMT	
Cashier: 38133 / 38133	VAT Sales	P21,426.78		P2,571.22	
Trx 038008 000 7917	VAT Exempt Sales	P0.00		P0.00	
Date: 3/12/25	Zero Rated Sales	P0.00		P0.00	
MMS REF#: 09505916					
SA: 52061 188 11168 38008	Total	P21,426.78		P2,571.22	

ABENSON VENTURES INC. / 8001A EDSA, Q.C. / TIN: 004-147-434-000
Accre#122-004149434-000058-56798 / May 27, 2005

CUSTOMER COPY

Terms & Conditions:
I/We hereby agree to pay ABENSON VENTURES, INC. for the items, Price and Terms specified in this invoice. We/We company may collect, use and disclose my/our personal data for the purpose of processing my/our transactions and managing my/our account in accordance with the Data Privacy Act of 2012. Unpaid or overdue accounts shall be charged 2% monthly interest. All allegations shall be held in Quezon City, customer to pay for the cost of the items are covered by manufacturer's warranty. Returns/Exchange subject to restocking fee. Unpaid or overdue of damages caused by improper use will void warranty.

APPROVED BY: _____ RECEIVED BY: *Joel Lucero*
Received the above merchandise in good order and condition.
Signature over printed name

Rey Charles Bignotia
0918-5121445

181 Sydney 2 Greenpark village Brgy. Manggahan Pasig City
05/28/2025

KSM-IW20-WCT10M1M32
18652406-17378

Dealer Anson

Installer : Airepublic

Date Installed: June 4 2025

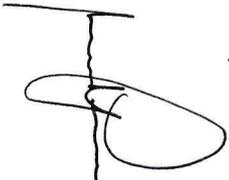
Received Complained from Dealer to Service: June 17 2025

LEAK AT EVAPORATOR U-BENDS

Attempt to resolve:

06/19/2025- Tried to convince na papalitang ang evaporator ASAP and offered a warranty extension. Customer refused, since major defect po.

→ leak on evaporator
→ for replacement of indoor unit


6/23/25



11 Alcantara St., Bantat Road, Tandang Sora, Quezon City
 Tel No. 7801-5651
 Call No. 0918-224-0291 (Smart)
 0943-498-0047 (Globe)
 Email Add: airepublic2022@gmail.com
 TIN: 900-300-159-000-Non VAT

N^o 1101

PREVENTIVE AND SERVICE REPORT DATE: JUNE 04, 2025

NAME: RAY CHARLES G. BIGNOTIA
 ADDRESS: 181 EYENEY II PASIG GREENPARK VILLAGE
 MANGGAHAN PASIG

WARRANTY: CHARGEABLE:

CONTACT NUMBER: 0918512445

CAPACITY:		BRAND:	
<input checked="" type="checkbox"/> WALL MTD	<input type="checkbox"/> FLOOR MTD	<input type="checkbox"/> CEILING MTD	<input type="checkbox"/> DUCTED
<input type="checkbox"/> CASSETTE TYPE	<input type="checkbox"/> WINDOW TYPE		

MODEL: KSM-IW20-WCT10M1M32-Q

SERIAL NUMBER (I): 54Q434670648250830104

SERIAL NUMBER (O):

DEALER: QSA SERVICE DOP
 (ANSON)

MODE OF PAYMENT: CASH GCASH

TYPE OF SERVICE

<input type="checkbox"/> CHECK UP	<input type="checkbox"/> GENERAL CLEANING	<input type="checkbox"/> REPLACEMENT OF COMPRESSOR
<input type="checkbox"/> LEAK REPAIR	<input type="checkbox"/> SYSTEM REPROCESS	<input type="checkbox"/> REPLACEMENT OF PARTS
<input type="checkbox"/> DISMANTLING	<input type="checkbox"/> RECHARGING FREON	<input checked="" type="checkbox"/> OTHERS

OPERATING DATA:

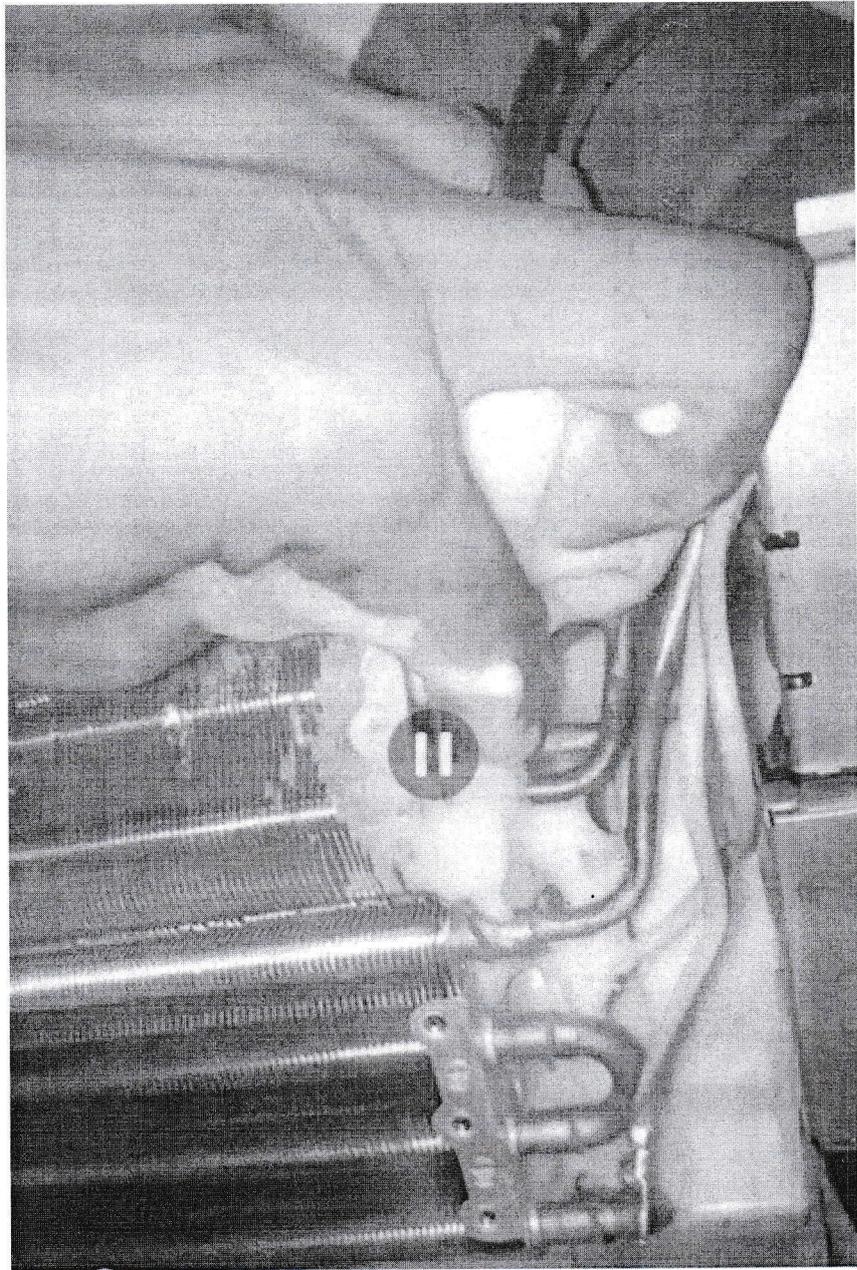
SYSTEM	SECTION PRESSURE	DISCHARGE PRESSURE	SUCTORIN AND EVAP	AMBIENT TEMPERATURE	INDOOR TEMP	OUTDOOR TEMP	AC UNIT TYPE	SYSTEM TI SIGNATURE	VOLTAGE	CAPTURE

WORK DONE: AFTER INSTALLATION OF UNIT IT'S NOT COOLING, AND UPON TESTING START UP POSSIBLE THAT THERE'S A PROBLEM INDOOR LEAKAGE ON EVAPORATOR COIL.

RECOMMENDATION:
 REPLACEMENT OF PARTS

TECHNICIAN: MJ PURSIMA
 (Signature Over Printer Name)

CUSTOMER: RAY CHARLES G. BIGNOTIA
 (Signature Over Printer Name)



Sworn MARKETING AND COMMERCIAL INC.

Unit GS 27 Q Plaza Commercial Center, Felix Ave., Calamba, Rizal
 VAT REG TIN 006-899-069-001
 Tel. No. 681-7812 to 13 • 681-9221

SALES INVOICE
 Invoice No. 330323
 Date: 09/07/2025

CUSTOMER COPY
330323

Sold To : RAY CHARLES BIGNOTIA
 Address : PASIG CITY
 Tel # : 0918-512-1445

Cashier : JOHNA ROSE B DELA AUSTR
 Salesman : HILLO - P.D. - 1987 1445
 SD No. 40029425

QUANTITY	PRODUCT CODE	PARTICULARS	AMOUNT	SUB TOTAL
1 PC	688200147581	KOLIN KSM-1020-ACTUATORIZ 3P CERTIFIED	28,000.00	28,000.00
1 Item		***** NOTHING FOLLOWS *****		
Variable Sales :			25,000.00	
Vat-Exempt Sales :			0.00	
Zero-Rated Sales :			0.00	
VAT PAYMENT :			3,000.00	
Net Sales :			28,000.00	

Handwritten: *T-17978*
0-17978

AMOUNT
 28,000.00
 AMOUNT DUE
 28,000.00
 PAYMENTS
 Cash
 28,000.00
 CHANGE DUE
 0.00

THIS CHECKS AS AN OFFICIAL SALES INVOICE
 THIS CHECK IS YOUR SALES INVOICE
 PENDING WITH 05/28/2025 640119114

The customer agrees and acknowledges: (1) That this purchase is payable on demand unless otherwise stipulated in writing; (2) That payment by check shall be valid only if the check is fully cleared by the drawee bank; (3) That all purchases shall earn interest of the prevailing money market rate on all overdue accounts until fully paid; (4) That in case of litigation, the case will be filed in the proper court of Makati; (5) That the Buyer will pay 25% of the total purchase price and demandable until fully paid; (6) That the Buyer will also pay a penalty of 3% per month of the total sales purchased from the time the same becomes due and demandable until fully paid; (7) That the responsibility of the company ceases upon actual delivery of the goods purchased.

RECEIVED BY: *[Signature]* DATE: _____

CHECKED BY: *[Signature]*

RECEIVED THE ABOVE MERCHANDISE IN GOOD ORDER AND CONDITION

SIGNATURE OVER PRINTED NAME