

KO. PHILIPPINES INTERNATIONAL INC.	CCF-25-11-135	<input checked="" type="checkbox"/> Telesurvey
		<input type="checkbox"/> Socmed

**CUSTOMER COMPLAINT ENDORSEMENT FORM**

Customer Name: Lalas, Nigel	Team/ASC name: RPMA
Complaint Date: 11/20/2025	<input type="checkbox"/> Relay <input checked="" type="checkbox"/> Direct Call
Complainant: Mr. Nigel	SJR Number/Date: HO-00280910
Job done: Findings - For installation, Recommendation - For installation, Repair Done - Installed	

DOP: 11/06/2025	Confirmed Date: 11/15/2025	Endorsed by: N.Fernandez	Date: 11/20/2025
Model: KSG-IWF-25WFF-8K1M32	Date Attended: 11/15/2025		

Complaint for:

<input type="checkbox"/> No Show	<input type="checkbox"/> Backjob or Needs another visit	<input type="checkbox"/> Easy Access on Service Hotline	<input checked="" type="checkbox"/> Promptness of Service
<input checked="" type="checkbox"/> Quality of Repair/Service	<input type="checkbox"/> Neatness of Work Area	<input type="checkbox"/> Courtesy and Grooming	<input type="checkbox"/> Others

Detailed Complaint: Bali okay naman ang unit, wala akong problema sa unit. Sa RPMA may concern ako. Dumating sila late na, so minadali nila ang gawa, hindi nila inisip langyan ng insulation yung sa drain line. Tapos pinabalik ko sila, tapos huli na naman akong customer nila, sabi ko wag na bumalik, yung isang technicians yung pumunta sabi ko magdala ng sealant, sabi ng technicians, okay na yan Sir, kahit wag na lagyan. Tama ba yun? hindi maayos yung service nila. At same day ng installation tumawag po sakin yon Junick sya nag sabi ng 1pm sir kung pwede daw mas maaga pa. Ang result dumating po sila bago mag 4pm. Ilang calls po tinawag ko kay Junick ng RPMA.

*Junick*

**\*\*\*This portion is to be filled up by Service Process Center Office\*\*\***

For Another Visit?	Scheduled Date:	Attending Team/ASC:	SJR #:
<input checked="" type="checkbox"/> Yes			

No

This portion is applicable only for the case that the concern of client cannot be corrected or be solved for another visit such as complaint for: NO Show, Service Hotline, Neatness of Work Area, and Courtesy and grooming. Ex. Verbal reprimand to ASC/IH

(Pls. indicate the action plan to take)

*For ASP explanation*

Prepared by: *[Signature]*

Print Name and Signature/Date

**Validation of Corrected/Corrective Action Taken**

Ref. CCF no:

SJR#(if applicable): HO-0028537

Date Attended: 11/20 - *check up only*

date: 11/17

thru: *Phone call*

Validation/Customer Comment: (Supporting Document/s/ Survey form or equivalent document that will support the corrected action/corrective action)

\*The ASP clarified that although they agreed on a 1PM installation schedule, their technician anticipated a delay because their first job took longer than expected, affecting their arrival for the next customer. They also noted that all of the customer's requests were completed free of charge. Moving forward, the ASP assured that they will avoid committing to exact times if delays are likely and will update the customer promptly if any schedule changes occur.

Prepared by: *[Signature]* 11/27

Noted by: *[Signature]* 11/28

Print Name and Signature/Date

\*The service engineer further explained that water dripping or moist from the copper tube in newly installed units may be caused by thin insulation or a high refrigerant level. Since the moist stopped after the tube was rewrapped, it's likely that the issue was due to insufficient insulation.

OOP-CCF-02-010124

*Yes okay naman na check na ng mga technician yung aram.*



**KOLIN PHILIPPINES INTERNATIONAL, INC.**  
CUSTOMER SURVEY FORM

TSRV-00158988

**SJR Code:** HO-00281537      **Project Model:** KSG-IWF-25WFY-8  
K1M32-I-1849241  
1-15239-1850241 1-15145      **Date Attended:** 11/26/2025

**SJR Date:** November 21, 2025      **Team:** IH-TS TEAM CUEVAS      **No. of Visit:** 1st Action

**Customer:** Lalas, Nigel      **Technicians:** Joselito Brasos, Boy et Cuevas,  
Rex Nalla s

**Job Done:** Findings - Installat ion ok. Rubber insul ation ok, Recommenda tion - Clean air fil ter regularly, gener al cleaning every 3 months, Repair Done - Checked up only. U nit ok

**Contact Details**

Name	Mobile	Landline
Nigel	0927-5546771	

**Survey Result**

Criteria	Rating
1. Easy Access on Service Hotline	3 - Satisfied
2. Promptness of Service	3 - Satisfied
3. Quality of Repair	3 - Satisfied
4. Neatness of Work Area	3 - Satisfied
5. Courtesy and Grooming	3 - Satisfied

**Overall Rating**  
3.00

**Contact Person**  
Sir Nigel

**Comments / Suggestions**  
"Yes okay naman nacheck na ng mga technician yung aircon."

**Confirmed Service**  
11/26/2025 - IH-TS TEAM CUEVAS

**Wrong Feedback ?**  
No

Surveyed By: Alexeise B. Vidal

Survey Date: November 27, 2025

**Reference Code: OP-TSRV-00-06012025**



**KOLIN PHILIPPINES INTERNATIONAL, INC.**  
**CUSTOMER SURVEY FORM**

TSRV-00158134

**SJR Code:** HO-00280910      **Project Model:** KSG-IWF-25WFY-8  
K1M32-I-1849241  
1-15239-1850241 1-15145      **Date Attended:** 11/15/2025

**SJR Date:** November 17, 2025      **Team:** RPMAS-B-Team RPMA 1      **No. of Visit:** 1

**Customer:** Lalas, Nigel      **Technicians:** RPMA

**Job Done:** Findings - For installation, Recommendation - For installation, Repair Done - In stalled

**Contact Details**

Name	Mobile	Landline
Nigel	0927-5546771	

**Survey Result**

Criteria	Rating
1. Easy Access on Service Hotline	3 - Satisfied
2. Promptness of Service	2 - Needs Improvement
3. Quality of Repair	3 - Satisfied
4. Neatness of Work Area	3 - Satisfied
5. Courtesy and Grooming	3 - Satisfied

**Overall Rating**  
2.80

**Contact Person**  
Mr. Nigel

**Comments / Suggestions**

Bali okay naman ang unit, wala akong problema sa unit. Sa RPMA may concern ako. Dumating sila late na, so minadali nila ang gawa, hindi nila inisip langyan ng insulation yung sa drain line. Tapos pinabalik ko sila, tapos huli na naman akong customer nila, sabi ko wag na bumalik, yung isang technicians yung pumunta sabi ko magdala ng sealant, sabi ng technicians, okay na yan Sir, kahit wag na lagyan. Tama ba yun? hindi maayos yung service nila. At Same day ng installation tumawag po saakin yon Junick sya nag sabi ng 1pm sir kung pwede daw mas maaga pa. Ang result dumating po sila bago mag 4pm. Ilan calls po tinawag ko kay Junick ng RPMA.

**Confirmed Service**  
11/15/2025 - RPMAS-B-Team RPMA 1

**Wrong Feedback ?**

No  
Surveyed By: Jemmalyn L. Miguel

Survey Date: November 20, 2025

**Reference Code: OP-TSRV-00-06012025**



# Airconditioning Installation Services

13B Apahap St. Cadaing Village Talipapa Novaliches QC  
935-0525 / 935-0524 / 0925-7041596 / 0917-7294301

Date:  
Customer Name: NIGEL LALAS  
Address:  
Contact Number:  
SUBJECT: COMPLAINT INSTALL

Good Day, Maam/ Sir

Regarding this customer. When he scheduled the aircon installation, his preferred time was 1pm, and the installer agreed. The installer didn't think it would be difficult at the first site and delayed their time to visit the customer, but he was still installed that day. Then, when he complained about the drain, we got back to him immediately to fix what he was saying. All of his requests were already done by us, even though they were not included in his installation charges. We did it and we didn't charge the customer to just finish all of his requests. We also apologized to him regarding the delay of our people.

We will tell people not to commit time if they are going to be delayed and update the customer immediately in case the first site is difficult or they are delayed or there is traffic on the way so that customers are aware.

Prepared by:

Loida M. Ledesma

Noted By:

Marilou A. Aquino

Received on 11/26/11

5:22 PM

0.00 4G 83



0927 554 ...



Good day po sa RPMA po ito inform lang po schedule po by tomorrow Ng installation Ng Aircon thanks po

Friday, Nov 14 • 8:19 AM

Confirmed naman na po ito. Salamat

Friday, Nov 14 • 3:09 PM

Eto po yon isang number ko

09275546771

Tinext nyo po nung nakaraan. NIGEL LALAS

Tinext nyo po nung nakaraan. NIGEL LALAS

Nakaschedule po ngayon papunta na Yung mga tao sa inyo

3:11 PM SMS



Text message





**Nigel Lalas**  
Last seen today at 9:59 AM



Yes, creating the right type is a standard and essential part of a professional heat pipe or condenser installation process. ☺

The following reasons for installing the drain line (condensate pipe) are:

- **Prevent Condensation:** The right fitting brings the drain pipe to code, and it is natural maintenance. Condensation (humidity) will form on the surface of the pipe. The cost for water damage or leaks or ceiling, and potential mold growth.
- **Improve Efficiency and Protection:** Proper stainless steel materials (various heat transfer) will allow efficient drainage and also help protect the pipe from leaks, corrosion, and other elements, especially if exposed outdoors. ☺

During installation, the refrigerant lines, electrical wiring, and the drain pipe are properly managed to take in the wall and cabin vent system. The refrigerant lines are installed and sealed to allow another venting the drain line as well to ensure a properly sealed and efficient system. ☺

10/10/2023



Huwag nyo na po papuntahin yon Junick dadaan po sila ngayon dyan sa office nyo  
4:37 PM



Maam umaga nalang nyo papuntahin salamat po.  
4:41 PM



Sige po sir bukas na lang po. Paagahin na lang po namin yung tao po namin  
4:42 PM

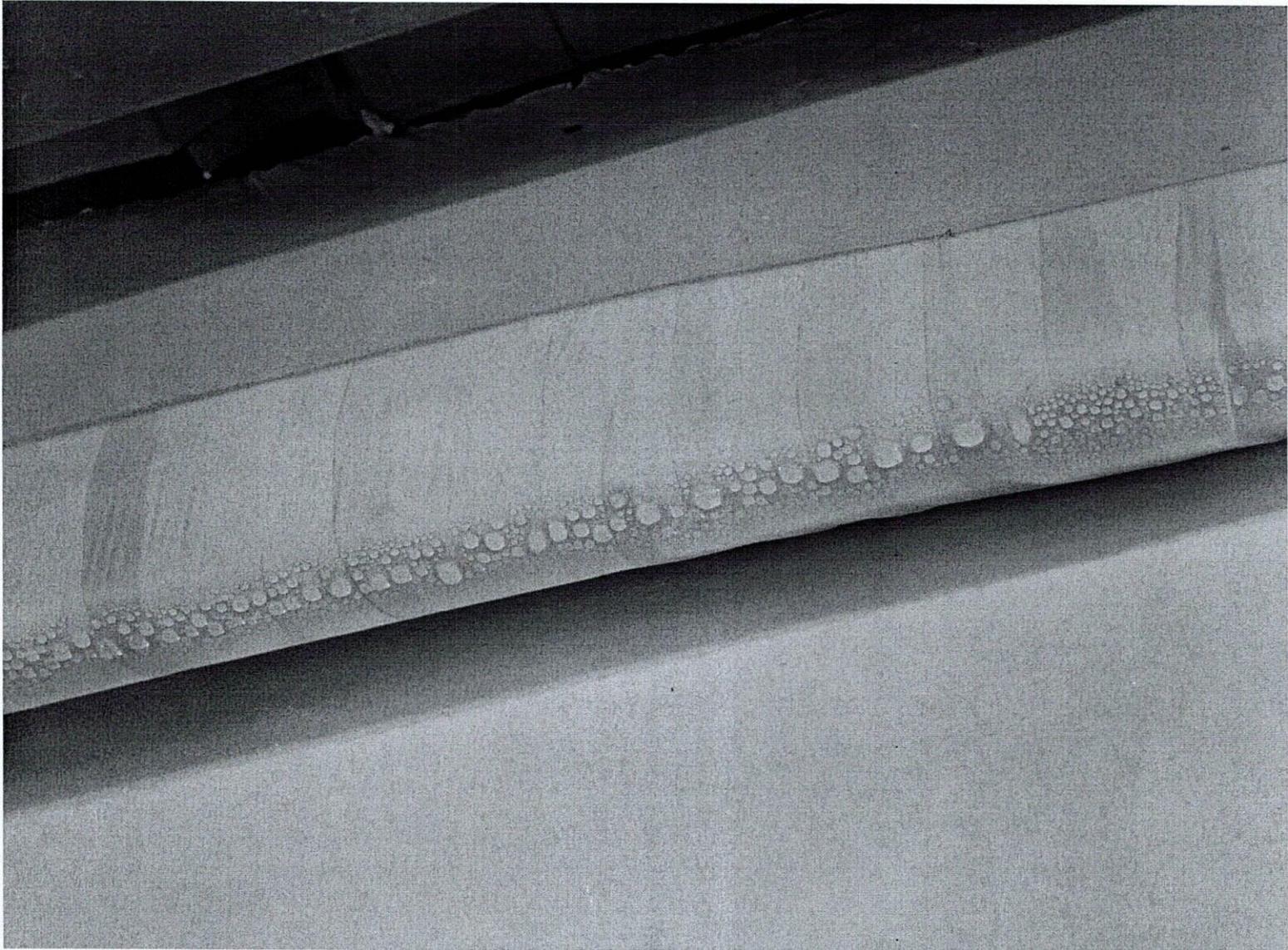


Sige maam salamat po pa ensure nalang dala po silang sailing ladder and sealant po sa poly carbon dito po kasi nila pinadaan  
4:44 PM

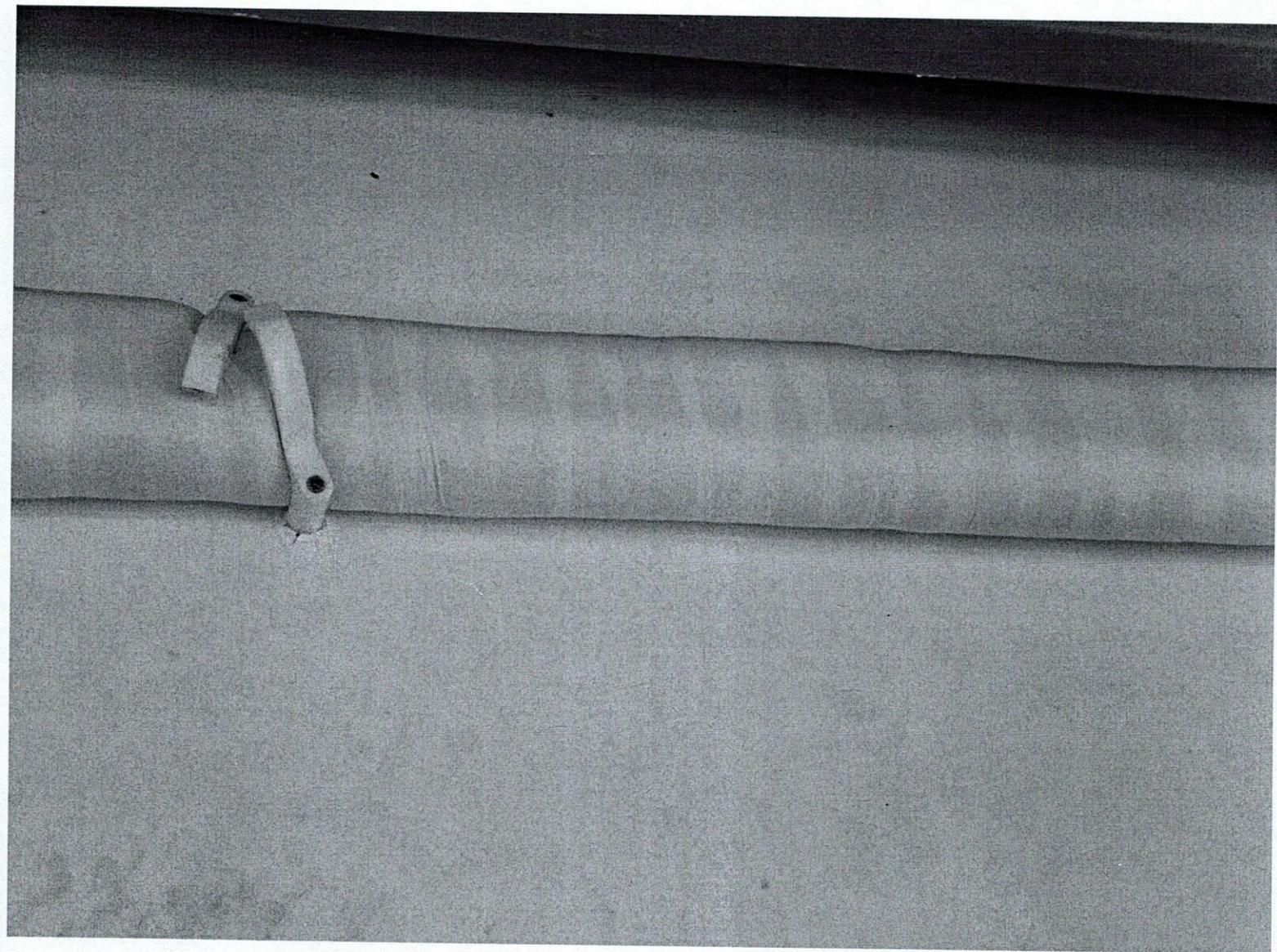


Activate Windows





Before



After



