

KOLIN PHILIPPINES INTERNATIONAL INC.
SUMMARY OF PARTS INQUIRY RECEIVED FROM SOCIAL MEDIA
FOR THE MONTH OF FEBRUARY 2026

Parts Inquiry - February 2026

Facebook Account

Parts Inquiry	25
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Product line							
Window Type	Split Type	Light Commercial	Portable Aircon	Aircon Essentials (Air Purifier / Dehumidifier / Air Curtain / Air Cooler / Air Cooler w/ purifier)	Appliances (Air Circulator / Water Dispenser / Coffee-Tea Bar / Personal Refrigerator / Showcase Chiller)	No Specific Product	Total
12	5	2	0	0	0	6	25

Major Parts	
Compressor	3
Evaporator	1
Condenser	0
Fan Motor	4
PCB Board	4

Minor Parts				
Thermostat	0		Adaptor	0
Sensor	0		Display Board	0
Propeller Fan	0		Swing motor	0
Drainage plug	0		Face cover	0
Air filter	2		Housing	1
O/LP	0		Window type Bracket	3
N/A	4		Capacitor	0
Remote Controller	1		Compressor Jacket	1
Louver	0		Fan Blade	1

Overall Total	25
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Parts Inquiry Facebook and Instagram 2026								
	Facebook Name	Date Messaged	Part/s Needed	Unit Model	Product line	Date Replied	Relayed To	Status
1	Geoffrey Magdua	2/4/2026	Fan Motor	KSG-IW25AE-5G1M-I	Sac	2/4/2026	N/A	Attended
2	Shirly Caimol	2/4/2026	N/A	N/A	Sac	2/4/2026	N/A	Attended
3	Elisha Mae (AI)	2/4/2026	Compressor	KSM-IW20-4F1M-I	Sac	2/4/2026	N/A	Attended
4	Jay Ar Viernes (AI)	2/5/2026	Compressor	KLG-SF40-3D1M-O	Light Commercial	2/5/2026	N/A	Attended
5	Fred JP Chung Fernandine	2/5/2026	Compressor Jacket	KAG-145RSINV	Wac	2/6/2026	N/A	Attended
6	Alberto Aberilla (AI)	2/6/2026	PCB Board	N/A	N/A	2/6/2026	N/A	Attended
7	Karlo Crisanto B. Salcedo	2/11/2026	N/A	N/A	N/A	2/11/2026	N/A	Attended
8	Krizia Moraine	2/11/2026	PCB Board	N/A	N/A	2/11/2026	N/A	Attended
9	Monday Battad	2/12/2026	Housing	N/A	Wac	2/12/2026	N/A	Attended
10	Macey Dechon Monceda	2/12/2026	N/A	N/A	N/A	2/12/2026	N/A	Attended
11	Shane Angeli Pugao-Durante	2/12/2026	Air Filter	KAG-100WCINV	Wac	2/12/2026	Lazada	Attended
12	addie	2/15/2026	Air Filter	KAG-100WCINV	Wac	2/15/2026	Lazada	Attended
13	Jer Romero Zeñun	2/17/2026	Evaporator	SG-IWF-15Wfy-8K1M3	Sac	2/18/2026	N/A	Attended
14	Gina Gonzales	2/17/2026	PCB Board	KAG-110RSINV	Wac	2/18/2026	N/A	Attended
15	Virj Dizon (AI)	2/18/2026	N/A	N/A	N/A	2/18/2026	N/A	Attended
16	Harvey Galila (AI)	2/19/2026	Fan Motor	KA-100MCARINV32	Wac	2/19/2026	N/A	Attended
17	Jennifer Manuel Delano (AI)	2/19/2026	Fan Motor	KAG-145WCINV	Wac	2/19/2026	N/A	Attended
18	Pra	2/20/2026	Window type Bracke	N/A	Wac	2/21/2026	N/A	Attended
19	Alex Romero Patiam	2/20/2026	Window type Bracke	N/A	Wac	2/21/2026	N/A	Attended
20	Allan Christian Bantling	2/22/2026	Window type Bracke	KAG-100WCINV	Wac	2/22/2026	N/A	Attended
21	Laurese Mae Asaytono (AI)	2/23/2026	Remote Controller	N/A	Wac	2/23/2026	Lazada	Attended
22	Christopher Nidea (AI)	2/25/2026	Fan Motor	KA-75MCARINV	Wac	2/25/2026	N/A	Attended
23	Jomar Turallo Jhay-cool	2/27/2026	PCB Board	KSG-IW25AE-5G1M-O	Sac	2/27/2026	N/A	Attended
24	Vieno Gino Cruz	2/27/2026	Fan blade	kf-16smbdc	Light Commercial	2/27/2026	N/A	Attended

Parts Inquiry TikTok Account 2026								
	Google Account Name	Date Messaged	Part/s Needed	Unit Model	Product line	Date Replied	Relayed To	Status
1	COMPUTER	2/22/2026	Fan Motor	N/A	N/A	2/22/2026	N/A	Attended

Parts Inquiries Analysis Report

Period Covered: February 2026

1. Summary

This report presents an analysis of all parts-related inquiries received during February 2026. A total of 25 inquiries were recorded and classified into four categories: major parts, minor parts, plastic parts, and incomplete submissions.

The objective of this report is to evaluate inquiry trends, identify sources of requests, assess response handling, and provide actionable recommendations to improve parts management efficiency, customer experience, and service compliance.

2. Inquiry Breakdown

Total Inquiries: 25

- Major Parts – 12 inquiries (48%)
- Minor Parts – 2 inquiries (8%)
- Plastic Parts – 7 inquiries (28%)
- Incomplete Inquiries – 4 inquiries (16%)

Observation:

The majority of inquiries (56%) involved major and minor components, indicating a strong demand for critical replacement parts that require technical assessment and proper installation. Plastic parts also account for a significant portion (28%), reflecting recurring demand for commonly replaceable accessories.

3. Sources of Inquiries

- Direct Customers – 17 inquiries (68%)
- Unauthorized Technicians / Service Centers – 8 inquiries (32%)

Observation:

Most inquiries were initiated by direct customers, demonstrating strong brand engagement and reliance on official communication channels.

4. Response Overview

a. Plastic Parts (7 inquiries)

Breakdown of Requests:

- Remote Controllers – 1 (14%)
- Air Filters – 2 (29%)
- Fan blade– 1 (14%)
- Window Type Bracker– 3 (43%)

Actions Taken:

-Customers were provided with direct Lazada purchase links for commonly replaceable items such as remote controllers, air filters as well as window type brackets.

b. Major & Minor Parts (14 inquiries)

Actions Taken:

- In accordance with company policy and safety standards, major and minor components were not sold directly.
- Customers were referred to Authorized Service Partners for proper diagnosis, repair, and installation.
- This approach ensures:
 - Ensure accurate fault detection
 - Proper and safe installation
 - Protects warranty coverage
 - Compliance with safety and installation standards

The structured referral system effectively minimizes risks associated with improper installation, misdiagnosis, and potential product damage.

c. Incomplete Inquiries (4 inquiries)

- These inquiries were received via Facebook Messenger without sufficient details (e.g., missing model numbers, unclear descriptions).

5. Insights & Recommendations

1. Expand Online Accessibility for Common Parts

- Explore expanding availability through additional platforms such as Shopee and TikTok Shop to increase accessibility and purchasing convenience.
- Add other frequently requested plastic parts to official online catalogs.

2. Enhance Customer Education on Major Parts Policy

- Publish informational content across social media platforms explaining why technical inspection is required before replacing major parts.
- Emphasize the importance of proper diagnosis to protect warranty coverage and ensure correct repair.

6. Conclusion

The February 2026 Parts Inquiries Analysis demonstrates a strong demand for both critical and replaceable components, with major and minor parts comprising the majority of inquiries. The current policy of restricting direct sales of technical components while referring customers to Authorized Service Partners remains essential in safeguarding product integrity, warranty protection, and customer safety. Plastic parts inquiries highlight the effectiveness of leveraging official online platforms to improve convenience and accessibility. However, opportunities exist to further enhance digital availability and expand trusted purchasing channels.

Prepared by:

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Sr. Customer Satisfaction Specialist

CC: Service Department

Noted by:

Mr. Oliver M. Filoteo

President/CEO

KOLIN PHILIPPINES INTERNATIONAL INC.
SUMMARY OF PARTS INQUIRY RECEIVED FROM SOCIAL MEDIA
FOR THE MONTH OF JANUARY 2026

Parts Inquiry - January 2026	
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Facebook Account	
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Parts Inquiry	31
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Product line							
Window Type	Split Type	Light Commercial	Portable Aircon	Aircon Essentials (Air Purifier / Dehumidifier / Air Curtain / Air Cooler / Air Cooler w/ purifier)	Appliances (Air Circulator / Water Dispenser / Coffee-Tea Bar / Personal Refrigerator / Showcase Chiller)	No Specific Product	Total
8	7	2	0	5	2	7	31

Major Parts	
Compressor	1
Evaporator	2
Condenser	0
Fan Motor	4
PCB Board	3

Minor Parts				
Thermostat	0		Adaptor	1
Sensor	1		Display Board	1
Propeller Fan	0		Swing motor	0
Drainage plug	0		Face cover	0
Air filter	7		Suction Rod	0
O/P	0		Water container	0
N/A	5		Capacitor	0
Remote Control	4		Terminal Board	1
Louver	0		Fan Blade	1

Overall Total	31
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Parts Inquiry Facebook and Instagram 2025							
Facebook Name	Date Messaged	Part/s Needed	Unit Model	Product line	Date Replied	Relayed To	Status
1 Belle Btrn	12/29/2025	Sensor	N/A	Wac	1/2/2026	N/A	Attended
2 Malla Tornito-Boco	12/31/2025	Air Filter	KSG-IWF-30WIFY-8K	Sac	1/2/2026	Lazada Account	Attended
3 Cindyrose Reus	1/3/2026	PCB Board	KAG-110RSINV	Wac	1/3/2026	N/A	Attended
4 Ian Kenneth Rebong	1/4/2026	Fan motor	N/A	N/A	1/4/2026	N/A	Attended
5 Zernog Maek Olegna	1/6/2026	N/A	N/A	N/A	1/6/2026	N/A	Attended
6 Geraldine Caalim-Lorenzo	1/7/2026	Evaporator	KSG-IWF-10WIFY-8K	Sac	1/7/2026	Lazada	Attended
7 Jacquelyn Ong Tan	1/10/2026	Remote Controller	N/A	N/A	1/10/2026	Lazada	Attended
8 Meryl Tongio-Principe	1/10/2026	Fan Blade	KF-16SMBDC	Appliances	1/11/2026	Sir Rocky	Attended
9 Mendoza Alvin	1/10/2026	Terminal Board	N/A	Sac	1/11/2026	N/A	Attended
10 SJ Mojica	1/12/2026	Air Filter	N/A	Aircon Essentials	1/12/2026	Lazada	Attended
11 Chicky Geronimo	1/13/2026	Air Filter	KAP-500CHCPUV	Aircon Essentials	1/13/2026	Lazada	Attended
12 Oyo Mallari	1/13/2026	Compressor	KLK-SF40-3D1M	Light Commercials	1/13/2026	N/A	Attended
13 Jingo J. Yico	1/14/2026	Fan motor	N/A	WAC	1/14/2026	N/A	Attended
14 Melissa Lopez - Baniaga	1/14/2026	PCB Board	KLK-SF40-3D1M	Light Commercials	1/14/2026	N/A	Attended
15 Norbz Remulla	1/14/2026	Air Filter	KSM-15CB1INV	Sac	1/14/2026	Head Office	Attended
16 ES S DM	1/14/2026	N/A	N/A	N/A	1/15/2026	N/A	Attended
17 Raymond Gomez Gonzales	1/16/2026	N/A	KSM-IW10-WCT10M	Sac	1/16/2026	N/A	Attended
18 Ruffa Santos	1/16/2026	Air Filter	N/A	Wac	1/16/2026	N/A	Attended
19 Delacruz Roynel	1/17/2026	PCB Board	KSM-IW10-6H1M-O	Sac	1/17/2026	N/A	Attended
20 Miles De Ocampo	1/20/2026	Remote controller	KCF-14SRGDC	Aircon Essentials	1/20/2026	Lazada	Attended
21 Nina Genuino	1/20/2026	Air Filter	N/A	Aircon Essentials	1/20/2026	Lazada	Attended
22 Melody Felipe	1/21/2026	N/A	N/A	N/A	1/21/2026	N/A	Attended
23 Paulene Kong	1/22/2026	Display board	KAG 75WCINV	Wac	1/22/2026	N/A	Attended
24 Darryl Parianes	1/22/2026	N/A	N/A	Sac	1/29/2026	N/A	Attended
25 Maule Manlangit	1/22/2026	Remote controller	N/A	N/A	1/29/2026	N/A	Attended
26 Jhonard Manganaan	1/29/2026	Fan Motor	N/A	Wac	1/30/2026	N/A	Attended
27 Joram Buhat Espiritu	1/30/2026	Evaporator	KAG-145WCINV	Wac	1/30/2026	N/A	Attended
28 Ernesto Belo Jr. (AI)	1/30/2026	Fan Motor	N/A	N/A	1/30/2026	N/A	Attended

Parts Inquiry TikTok Account 2026							
Google Account Name	Date Messaged	Part/s Needed	Unit Model	Product line	Date Replied	Relayed To	Status
1 MEURIZ CHILES	1/17/2026	Adaptor	N/A	Appliances	1/18/2026	N/A	Attended
2 A life of a Fur	1/21/2026	Air Filter	KAP-500CHCPUV	Aircon Essentials	1/21/2026	Lazada	Attended
3 SAGS	1/17/2026	Remote Controller	KA-100MCARINV32	Wac	1/12/2026	Lazada	Attended

Parts Inquiries Analysis Report

Period Covered: January 2026

1. Summary

This report presents an analysis of all parts-related inquiries received during January 2026. A total of 31 inquiries were recorded and classified into four categories: major parts, minor parts, plastic parts, and incomplete submissions.

The analysis covers the volume and nature of inquiries, sources of requests, and the company's response actions. Key insights and recommendations are also provided aimed at improving inquiry management, enhancing customer experience, and strengthening service efficiency.

2. Inquiry Breakdown

Total Inquiries: 31

- Major Parts – 10 inquiries (32.3%)
- Minor Parts – 4 inquiries (12.9%)
- Plastic Parts – 12 inquiries (38.7%)
- Incomplete Inquiries – 5 inquiries (16.1%)

Observation:

Plastic parts inquiries accounted for the largest portion at 38.7%, followed by major parts at 32.3%.

3. Sources of Inquiries

- Direct Customers – 24 inquiries (77.4%)
- Unauthorized Technicians / Service Centers – 7 inquiries (22.6%)

Observation:

The majority of inquiries originated from direct customers, reflecting strong end-user engagement. A significant portion also came from unauthorized technicians or service centers, underscoring the need for continued reinforcement of authorized service protocols.

4. Response Overview

a. Plastic Parts (12 inquiries)

Breakdown of Requests:

- Remote Controllers – 4 (33.3%)
- Air Filters – 7 (58.3%)
- Fan blade – 1 (8.4%)

Actions Taken:

- Customers were provided with direct Lazada purchase links for commonly replaceable items such as remote controllers and air filters.
- For fan blade inquiry, the customer advised that the part may be purchased through the Head Office, and instructions on the ordering process were provided.

b. Major & Minor Parts (14 inquiries)

Actions Taken:

- In line with company policy and safety protocols, major and minor parts were not sold directly to customers.
- Customers were referred to Authorized Service Partners for proper diagnosis, repair, and installation.
- This approach ensures:
 - Ensure accurate fault detection
 - Protects warranty coverage
 - Compliance with safety and installation standards

This policy effectively minimizes the risk of improper installation or misdiagnosis while upholding brand reliability.

c. Incomplete Inquiries (5 inquiries)

- These inquiries were received via Facebook Messenger without sufficient details (e.g., missing model numbers, unclear descriptions).

5. Insights & Recommendations

1. Expand Online Accessibility for Common Parts

- Continue providing Lazada purchase links for high-demand plastic parts.
- Explore expanding availability through additional platforms such as Shopee and TikTok Shop to improve accessibility and convenience.
- Add other frequently requested plastic parts to official online catalogs to provide customers with multiple trusted purchasing channels.

2. Monitor Parts Availability Across Branches

- Regularly track the availability of parts, particularly major parts, across all Kolin branches to prevent delays and minimize customer dissatisfaction.

6. Conclusion

For January 2026, a total of 31 parts inquiries were received, with plastic and major parts comprising the majority of requests. Most inquiries came from direct customers.

Providing online purchase options for plastic parts and strictly referring major and minor parts concerns to Authorized Service Partners ensured safe, accurate, and policy-compliant service handling. Further expanding e-commerce accessibility and strengthening inquiry submission processes will help improve efficiency, reduce delays, and enhance overall customer satisfaction.

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