

CIRCULAR
IMPORTANT NOTICE

Subject: Raising Complaints for HydroAce Machine

Greetings to all,

Please find below the standard process to raise complaint related to HydroAce unit, please follow the outlined process:

Action Required:

Once a machine is delivered and installed at the customer site, it is mandatory to raise a complaint for any concern. This step is crucial to register the complaint in our CRM system.

Who Can Raise a Complaint?

- The customer (using their registered phone number)
- The sales person assigned to the customer

How to Raise a Complaint?

- **Call Center Numbers:**
 - 02268486848
 - 02227881234

Your cooperation in adhering to this process will help maintain accurate records and ensure smooth customer service operations.

Thank you for your attention.

Best Regards,

Team TML