



Date: 01-08-2020

SERVICE FEEDBACK

To,

SN Power Solution

#3B, Site no 29A, 2nd Phase
KIADB Main road, Opp BWSSB
Peenya Industrial Area
Bangalore-560058

Dear Sir,

Sub: Feedbackfor alternator rewinding of **TC150, 12MW, 11kV, 1500RPM, 4P,0.8 pf**

This is to inform you that,we have taken your Service for rewinding of TDPS Generator main rotor, **12MW, 1500RPM 0.8 pf Machine number-2K11011313-01,in A/c Apple sponge and power Ltd. in Oct. 2016.** **Generator** running successfully on full load without any trouble as on date.

We appreciate your responsiveness, business professionalism and customer support and we have no hesitation in referring your company to prospective buyers.

Best Regards



Seal & Sign:

Name: R CHITRA

Designation: GM

Place: Kagal



SATISFACTION and REVIEW

Name of the Customer		M/s Apple sponge and Power Ltd
Rating of Generator		12MW
Make of the Generator		TD Power System Ltd
Scope		Generator main rotor rewinding
Main rotor re-winding year		2016
Sl.No.	Discipline	Rating (Please use 0 to 5 scale)
1	Aesthetics of the workmanship	5
2	Old coil removal process	5
	Copper coil quality and winding	5
3	Insulation materials quality	5
4	Impegration and Heating	5
5	High-speed balancing quality at 1500RPM	5
6	Performance of generator after rewinding	5
7	Handling and packing of equipment	5
3	Documentation- Elec/Mech test reports and Overhauling reports	5
4	Quality of the tools	4
5	Delivery commitment	5
D COMMUNICATION		
1	Pre sales	5
2	During work	4
3	During commissioning	5
E SERVICE		
1	Mobilization commitment	5
2	Special tools handling & Heavy weight materials lifting process	5
3	Safety guards/Shoes/Helmets/Glows	4
4	Emergency support in 24 hours	5
F During in process		
1	Commissioning support	5
2	Response to the pending work	4
3	Closing the complaints	5
6	Quality of the cleaning process for bearings	5
7	Meeting the technical specification	5
1-Immediate Action Required		
2-Poor		
3-Average		
4-Good		
5-Excellent ✓		
Suggestions for Improvements: KEEP IT UP YOUR CONTINUES SUPPORT		

Name : R CHITRA
 Designation: GM
 Signature : *R Chitra*
 Date : 01-08-2020

