



## Call Logging Details and Escalation Matrix

### MerryChef Model e4, e4S & 402

**All India Call Logging TOLL free number : 1 800 300 02 02 3**

While logging in a call, please provide:

- 1) Name of the product: MerryChef
- 2) Model Numbers: e4 , e4S Or 402
- 3) Serial Number: Seen on the left / right / back covers
- 4) Address of Subway: Detailed Address, including contact details of the person logging calls.
- 5) Problems faced : A brief description of problems faced with error number displayed if any
- 6) Please make a note of the call number provided by call centre for future reference.

#### Escalation Matrix for MerryChef e4, e4S and 402

##### 1<sup>st</sup> Escalation - Western Refrigeration Pvt. Ltd

North	East	South I	South II	West
Ravi Ranjan: +91 9582222531 <a href="mailto:Ravi.k@westernequipments.com">Ravi.k@westernequipments.com</a>	Sanjay Das: +919836792868 <a href="mailto:Ke.kolkatta@westernequipments.com">Ke.kolkatta@westernequipments.com</a>	Anil Kumar: +91 9986895622 <a href="mailto:anil.kumar@westernequipments.com">anil.kumar@westernequipments.com</a>	Gopal T: +9963518517 <a href="mailto:Gopal.t@westernequipments.com">Gopal.t@westernequipments.com</a>	Bhavesh Bhatt: +919619151035 <a href="mailto:Ke.mumbai@westernequipments.com">Ke.mumbai@westernequipments.com</a>
Virsingh +91 9999113237 <a href="mailto:Vir.singh@westernequipments.com">Vir.singh@westernequipments.com</a>	Virsingh +91 9999113237 <a href="mailto:Vir.singh@westernequipments.com">Vir.singh@westernequipments.com</a>	Vikas Patil +919769811273 <a href="mailto:pvikas@westernequipments.com">pvikas@westernequipments.com</a>	Vikas Patil +919769811273 <a href="mailto:pvikas@westernequipments.com">pvikas@westernequipments.com</a>	Vikas Patil +919769811273 <a href="mailto:pvikas@westernequipments.com">pvikas@westernequipments.com</a>

##### 2<sup>nd</sup> Escalation- Manitowoc India Pvt. Ltd.

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##### 3<sup>th</sup> Escalation

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