

Habibur Rahman

Temporary DO

From: Habibur Rahman <habib@cross-world.com>
Sent: Monday, October 07, 2019 5:10 PM
To: Ahmmed Sayed <ahmmed@cross-world.com> (ahmmed@cross-world.com);
bashar@cross-world.com; 'Md.Monjurul Karim Adib' (Adib@cross-world.com);
nabi@cross-world.com
Cc: 'Taz Uddin'; 'Maruf Ahmed'; 'Ahmmed Sayed'; 'Saiful Bashar'; 'Md. Sohel Ahmed';
zia@cross-world.com; harunor@cross-world.com; 'sayeful@cross-world.com'
(sayeful@cross-world.com)
Subject: RE: Warranty claim of S S R High School PS 135kVA Engine Breakdown.(DG for
customer support)
Importance: High

Dear Concern,

Refer to COO Sir, we are going to exchange 135 kVA DG to this SSR High School with new one. To do this we have to
through below process-

1. Firstly, we will Interchange PS100 (body Canopied) set with PS135 (Floor Canopied) set @ Silver Line Group,
Gulshan-1. [Pre-approved] (Crisim Apartment).
2. From Silver Line, PS135 (canopied) set will be direct delivery to SSR High School.
3. From SSR High School we will bring back our existing PS135 (canopied) set to our Ware House premises.

Schedule Date: Tomorrow (08th Oct 2019), morning (asap)

Total documentation process will be prepared later. Right now, this mail signing copy will be treated as approval
copy.

All concern are requested to prepared as Tomorrow is Govt. Holy Day.

Sincerely,

Md. Habibur Rahman | CROSS WORLD POWER LTD | Manager, Customer Relations| House 1/B, Road 90, Gulshan-
Dhaka 1212, Bangladesh| Cell: 01755514711, p: +880 2 5881 1858, 989 1442 | f: +880 2 5881 5160 | e: habib@cross-world.com | w: www.cross-world.com



please consider the environment before printing this email

From: Hayatun Nabi [mailto:nabi@cross-world.com]
Sent: Monday, October 07, 2019 3:13 PM
To: Md. Ziaul Islam
Cc: Harunor Rashid; Taz Uddin; Md. Habibur Rahman Javed; Maruf Ahmed; Ahmmed Sayed; Saiful Bashar; Md. Sohel
Ahmed
Subject: FW: Warranty claim of S S R High School PS 135kVA Engine Breakdown.(DG for customer support)

Md. Hayatunnabi Khan

From: Md. Hayatunnabi Khan <nabi@cross-world.com>
Sent: Monday, October 07, 2019 3:14 PM
To: 'Md. Ziaul Islam'
Cc: 'Harunor Rashid'; 'Taz Uddin'; 'Md. Habibur Rahman Javed'; 'Maruf Ahmed'; 'Ahmed Sayed'; 'Saiful Bashar'; 'Md. Sohel Ahmed'
Subject: FW: Warranty claim of S S R High School PS 135kVA Engine Breakdown.(DG for customer support)
Attachments: Inspection Report_Perkins - Copy(2).pdf; SSR HIGH SCHOOL.PDF

Dear Sir,

For your kind information, as discussed SSR High School recently we have commissioned the 135kVA DG. After 15 hours DG suddenly stop due to rocker arm shaft was broken. We try to solve but can't fix the problem. As you know Perkins local agent attend the site and provide us a formal report as stated below.

Now we communicating with AML for further step, we not sure many time require to fix the issue. <

In this situation customer is requested to us for urgently solve the issue or arrange a backup DG (Old 20kVA it's available in our stock) up to fix the problem.

So, please consider the above issues and arrange a backup DG for customer support.

Dear Bashar Bhai,

Please arrange logistics support accordingly.

Thanks & regards

Md.Hayatunnabi Khan | CROSS WORLD LIMITED | Manager, Managed Service Division | Plot-1/B Road 90, Gulshan - 02, Dhaka 1212, Bangladesh | p: +880 2 5881 1858, 989 1442 | f: +880 2 5881 5160 | e:nabi@cross-world.com | w: www.cross-world.com

 please consider the environment before printing this email

From: Md. Atiqur Rahman [mailto:atiq.pgd@energypac.com]

Sent: Thursday, October 03, 2019 5:46 PM

To: 'Hayatun Nabi'

Cc: 'Afzal Hossain'; 'M.H. Feroz'; 'Harunor Rashid'; 'Md. Ziaul Islam'; 'Taz Uddin'; 'Md. Saidul Islam'; 'Farhana Khan Usha'; 'Maruf Ahmed'

Subject: RE: Warranty claim of S S R High School PS 135kVA Engine Breakdown.

Dear Nabi,

Please be informed that the engine brought from Perkins on 13 November 2014 (As per Perkins statement picture below) and you have done commissioning on 11 September 2019. After dispatch from Perkins the engine 4 years & 9 month is passing but not commissioning. Even didn't get shelf life claim to Perkins. Perkins shelf life claim allows maximum 4 years but must be done commissioning within 4 years from the date of dispatch. As per Perkins warranty guideline your claim does not cover warranty.

Shelf life Warranty

The following statement covers all Perkins engines.

Perkins would prefer that storage over 12 months from the date of despatch is not encouraged and it is unavoidable Perkins recommends that engines are checked and serviced in accordance with storage procedures.

Perkins reserves the right to refuse claims arising from storage related influences, such as poor practice or long shelf-life (over 12 months) for failure to fuel injection equipment, seals, hoses, belts, pumps, compressors, radiators and electrical items.

For engines despatched before 1st September 2006

The standard warranty policy allows for a maximum shelf life of 36 months before sale to the first user. The new product warranty period shall start no later than 36 months from the despatch date from the Perkins factory. This is the date as shown on the Perkins on-line PTMI system.

For engines despatched after 1st September 2006 and before 1st April 2011

The standard warranty policy allows for a maximum shelf life of 24 months before sale to the first user. The new product warranty period shall start no later than 24 months from the despatch date from the Perkins factory. This is the date as shown on the Perkins on-line PTMI system.

For engines despatched after 1st April 2011

The standard warranty policy allows for a maximum shelf life of 48 months before sale to the first user. The new product warranty period shall start no later than 48 months from the despatch date from the Perkins factory. This is the date as shown on the Perkins on-line PTMI system.

Engines despatched after 1st April 2011 and are not put into service within 48 months will no longer be considered for warranty.



Home		New Search		Engine Change Notification	
Customer Details					
Manufacturing Details *	Serial Number:		PP82576U045533Y	Model:	
Engine History Data	List Number:		PP82576	Rating/Power Curve:	
Warranty Detail Data					
Offline Viewing					
Governor File					
	Invoice Number:	3251140			
	Invoice Date:	13 Nov 2014			
	Dispatch/Ship Date:	13 Nov 2014			
	Sold to Customer:	ALLAM MARINE LTD			
	Sold to Country:	GREAT BRITAIN			

Thanks and Regards,

S. M. Atiqur Rahman



Energy
Works Wonder.

Energypac Power Generation Ltd
25, Tejgaon Industrial Area
Dhaka – 1208,

Tel: +880 2 8870697 Ext. 258
Mobile: +880 1713-164459
E-mail: atiq.pgd@energypac.com

From: Hayatun Nabi [<mailto:nabi@cross-world.com>]

Sent: Wednesday, October 02, 2019 4:21 PM

To: 'Md. Atiqur Rahman'

Cc: 'Afzal Hossain'; 'M.H. Feroz'; Harunor Rashid; Md. Ziaul Islam; Taz Uddin; Md. Saidul Islam; Farhana Khan Usha; Maruf Ahmed

Subject: Warranty claim of S S R High School PS 135kVA Engine Breakdown.

Dear Sir,

Please find the attached document of S S R High School PS 135kVA rocker arm shaft broken.

Please take step soonest possible.

Thanks & regards

Md.Hayatunnabi Khan | CROSS WORLD LIMITED | Manager, Managed Service Division | Plot-1/B Road 90, Gulshan - 02, Dhaka 1212, Bangladesh | p: +880 2 5881 1858, 989 1442 | f: +880 2 5881 5160 | e:nabi@cross-world.com | w: www.cross-world.com



please consider the environment before printing this email

--

This message has been scanned for viruses and dangerous content by **Agni Systems**, and is believed to be clean.