



Call Report

RESIDENTS WELFARE ASSOCIATION TOWNSHIP - GURJINDER VIHAR - Apr 2025

Report Created: 05/05/25 14:01:56

SELECTED FILTERS

Date Range:	Apr 2025	Offices:	All accessible offices
Country Regions:	India Country Region	Buildings:	RESIDENTS WELFARE ASSOCIATION TOWNSHIP - GURJINDER VIHAR
Regions:	North	Service Providers:	All non-competitors
Branches:	Noida	Technicians Branches:	Noida

CALL REPORT SUMMARY - RESIDENTS WELFARE ASSOCIATION TOWNSHIP - GURJINDER VIHAR - APR 2025

UNIT	BANK	SWP	STOPPED	RUNNING	CANCELLED	NO FAULT/INTERFERENCE	REAL CALLS	TOTAL CALLS
> 2-13-S15975	All	0	0	1	0	1	0	1
> 2-13-S15976	All	0	1	0	0	1	0	1
> 2-13-S15977	All	0	1	0	0	0	1	1
> 2-13-S15978	All	0	0	1	1	0	0	1
> 2-13-S15979	All	0	0	2	0	0	2	2
> 2-13-S15980	All	0	1	1	1	0	1	2
> 2-13-S15981	All	0	1	2	0	0	3	3
> 2-13-S15982	All	0	0	1	0	0	1	1
> 2-13-S15983	All	0	0	2	0	1	1	2
> 2-13-S15984	All	0	1	1	0	0	2	2
> 2-13-S15985	All	0	1	2	0	0	3	3
> 2-13-S15986	All	0	0	2	1	1	0	2
> 2-13-S15987	All	0	0	0	0	0	0	0
> 2-13-S15988	All	0	0	4	0	2	2	4
> 2-13-S15989	All	0	0	0	0	0	0	0
> 2-13-S15990	All	0	0	1	0	1	0	1
> 2-13-S15991	All	0	0	1	0	0	1	1
> 2-13-S15992	All	0	0	0	0	0	0	0
> 2-13-S15993	All	0	0	1	0	0	1	1
> 2-13-S15994	All	0	0	1	0	1	0	1
> 2-13-S15995	All	0	0	0	0	0	0	0

> 2-13-S15996	All	0	0	1	0	0	1	1
> 2-13-S15997	All	0	0	1	0	0	1	1
> 2-13-S15998	All	0	0	0	0	0	0	0
> 2-13-S15999	All	0	0	0	0	0	0	0
> 2-13-S16000	All	0	2	0	0	1	1	2
> 2-13-S16001	All	0	1	0	0	0	1	1
> 2-13-S16002	All	0	0	0	0	0	0	0
> 2-13-S16003	All	0	0	0	0	0	0	0
> 2-13-S16004	All	0	0	1	1	0	0	1
> 2-13-S16005	All	0	0	0	0	0	0	0
> 2-13-S16006	All	0	1	1	0	1	1	2
> 2-13-S16007	All	0	0	1	1	0	0	1
> 2-13-S16008	All	0	0	1	0	0	1	1
> 2-13-S16009	All	0	1	0	0	0	1	1
> 2-13-S16010	All	0	0	0	0	0	0	0
> 2-13-S16011	All	0	0	0	0	0	0	0
> 2-13-S16012	All	0	1	1	0	0	2	2
> 2-13-S16013	All	0	2	1	0	0	3	3
> 2-13-S16014	All	0	0	0	0	0	0	0
> 2-13-S16015	All	0	0	3	0	1	2	3
> 2-13-S16016	All	0	1	1	0	1	1	2
> 2-13-S16017	All	1	2	1	0	1	2	3
> 2-13-S16018	All	0	0	1	0	1	0	1
> 2-13-S16019	All	0	0	1	0	0	1	1
> 2-13-S16020	All	1	1	3	0	1	3	4
> 2-13-S16021	All	0	1	1	1	0	1	2
> 2-13-S16022	All	1	1	0	0	0	1	1
> 2-13-S16023	All	0	1	0	0	0	1	1
> 2-13-S16024	All	0	0	0	0	0	0	0
> 2-13-S16025	All	0	2	2	2	0	2	4
> 2-13-S16026	All	0	1	0	0	0	1	1
> 2-13-S16027	All	0	1	0	0	1	0	1
> 2-13-S16028	All	0	0	1	0	1	0	1
> 2-13-S16029	All	0	0	0	0	0	0	0
> 2-13-S16030	All	0	2	0	0	0	2	2
> 2-13-S16031	All	0	0	0	0	0	0	0
> 2-13-S16032	All	0	1	0	0	0	1	1
> 2-13-S16033	All	0	0	1	1	0	0	1

> 2-13-S16034	All	0	0	0	0	0	0	0
> 2-13-S16035	All	0	0	1	1	0	0	1
> 2-13-S16036	All	0	1	2	1	0	2	3
> 2-13-S16037	All	0	1	2	0	1	2	3
> 2-13-S16038	All	0	1	2	0	0	3	3
> 2-13-S16039	All	0	1	1	1	0	1	2
> 2-13-S16040	All	0	2	1	0	0	3	3
> 2-13-S16041	All	0	0	5	0	1	4	5
> 2-13-S16042	All	0	0	1	0	0	1	1
> 2-13-S16043	All	0	0	0	0	0	0	0
> 2-13-S16044	All	0	0	0	0	0	0	0
> 2-13-S16045	All	0	1	1	0	1	1	2
> 2-13-S16046	All	0	0	0	0	0	0	0
> 2-13-S16047	All	0	0	2	1	0	1	2
> 2-13-S16048	All	0	0	0	0	0	0	0
> 2-13-S16049	All	0	0	1	0	0	1	1
> 2-13-S16050	All	0	0	2	0	0	2	2
> 2-13-S16051	All	0	1	0	0	0	1	1
> 2-13-S16052	All	0	0	0	0	0	0	0
> 2-13-S16053	All	0	0	0	0	0	0	0
> 2-13-S16054	All	0	0	0	0	0	0	0
> 2-13-S16055	All	0	1	1	1	0	1	2
> 2-13-S16056	All	0	0	1	0	0	1	1
> 2-13-S16057	All	0	0	0	0	0	0	0
> 2-13-S16058	All	0	1	1	0	0	2	2
> 2-13-S16059	All	0	0	0	0	0	0	0
> 2-13-S16060	All	0	0	0	0	0	0	0
> 2-13-S16061	All	0	0	4	0	0	4	4
> 2-13-S16062	All	0	0	0	0	0	0	0
> 2-13-S16063	All	0	0	0	0	0	0	0
> 2-13-S16064	All	0	0	0	0	0	0	0
> 2-13-S16065	All	0	0	0	0	0	0	0
> 2-13-S16066	All	0	0	2	0	0	2	2
> 2-13-S16067	All	0	1	0	0	0	1	1
> 2-13-S16068	All	0	0	0	0	0	0	0
> 2-13-S16069	All	1	1	1	1	0	1	2
> 2-13-S16070	All	0	0	0	0	0	0	0
> 2-13-S16071	All	0	1	0	0	0	1	1

> 2-13-S16072	All	1	2	0	0	0	2	2
> 2-13-S16073	All	0	0	0	0	0	0	0
> 2-13-S16074	All	0	0	0	0	0	0	0
> 2-13-S16075	All	0	1	3	1	1	2	4
> 2-13-S16076	All	0	0	2	0	0	2	2
> 2-13-S16077	All	0	0	2	1	0	1	2
> 2-13-S16078	All	0	0	2	0	0	2	2
> 2-13-S16079	All	0	2	1	0	0	3	3
> 2-13-S16080	All	0	2	2	1	0	3	4
> 2-13-S16081	All	1	1	0	0	1	0	1
> 2-13-S16082	All	0	0	3	1	0	2	3
> 2-13-S16083	All	0	0	0	0	0	0	0
> 2-13-S16084	All	0	0	1	0	0	1	1
> 2-13-S16085	All	0	1	1	0	0	2	2
> 2-13-S16086	All	0	0	0	0	0	0	0
> 2-13-S16087	All	0	0	0	0	0	0	0
> 2-13-S16088	All	0	0	2	1	0	1	2
> 2-13-S16089	All	0	0	1	0	0	1	1
> 2-13-S16090	All	0	0	0	0	0	0	0
> 2-13-S16091	All	0	0	4	1	1	2	4
> 2-13-S16092	All	0	0	1	0	0	1	1
> 2-13-S16093	All	0	0	2	0	0	2	2
> 2-13-S16094	All	0	0	4	2	1	1	4
> 2-13-S16095	All	1	1	3	0	0	4	4
> 2-13-S16096	All	0	1	1	0	0	2	2
> 2-13-S16097	All	0	0	0	0	0	0	0
> 2-13-S16098	All	0	0	0	0	0	0	0
> 2-13-S16099	All	0	0	5	0	0	5	5
> 2-13-S16100	All	0	0	2	1	0	1	2
> 2-13-S16101	All	0	0	2	0	0	2	2
> 2-13-S16102	All	0	0	1	1	0	0	1
> 2-13-S16103	All	0	0	0	0	0	0	0
> 2-13-S16104	All	0	1	0	0	0	1	1
> 2-13-S16105	All	0	0	2	1	0	1	2
> 2-13-S16106	All	0	2	4	0	0	6	6
> 2-13-S16107	All	1	1	2	0	1	2	3
> 2-13-S16108	All	0	0	1	0	0	1	1
> 2-13-S16109	All	0	1	0	0	0	1	1

> 2-13-S16110	All	0	1	1	0	0	2	2
> 2-13-S16111	All	0	0	0	0	0	0	0
> 2-13-S16112	All	0	1	1	0	0	2	2
> 2-13-S16113	All	0	0	1	0	0	1	1
> 2-13-S16114	All	0	0	1	1	0	0	1
> 2-13-S16115	All	0	0	0	0	0	0	0
> 2-13-S16116	All	0	0	0	0	0	0	0
> 2-13-S16117	All	0	0	0	0	0	0	0
> 2-13-S16118	All	0	1	0	0	0	1	1
> 2-13-S16119	All	0	0	2	1	0	1	2
> 2-13-S16120	All	0	2	5	3	1	3	7
> 2-13-S16121	All	0	1	3	0	0	4	4
> 2-13-S16122	All	0	2	1	0	0	3	3
> 2-13-S16123	All	0	1	2	0	1	2	3
> 2-13-S16124	All	0	2	0	0	0	2	2
> 2-13-S16125	All	0	0	2	0	1	1	2
> 2-13-S16126	All	0	0	1	0	0	1	1
> 2-13-S16127	All	0	2	2	1	0	3	4
> 2-13-S16128	All	0	1	2	0	0	3	3
> 2-13-S16129	All	0	0	0	0	0	0	0
> 2-13-S16130	All	0	0	0	0	0	0	0
> 2-13-S16131	All	0	0	0	0	0	0	0
> 2-13-S16132	All	0	0	0	0	0	0	0
> 2-13-S16133	All	0	0	1	0	0	1	1
> 2-13-S16134	All	0	0	0	0	0	0	0
> 2-13-S16135	All	0	0	2	0	0	2	2
> 2-13-S16136	All	0	0	0	0	0	0	0
TOTAL		8	71	158	32	28	169	229

**CALL REPORT - RESIDENTS WELFARE ASSOCIATION TOWNSHIP - GURJINDER VIHAR - APR
2025**

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > .132 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179629	13:10		(Vinod gupta) Lift not working	144 GR (2-13 -S16119) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
06/04/25	06/04/25 14:03	06/04/25 14:21	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4361239	06/04/25 14:05		(K2) Communication Fault (A6) Replaced Component							
9990727731, 8920799565		55.0 Minutes	(Aasif .) E1 : K2 : A6 C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Communication Fault	Yes						
Lift was working condition ok but 13th floor lop display not working, Now new display replace now working condition ok complaint done,										
Lift No. All > .133 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1187329	11:42		(sharma) lift is not working			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
30/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Cust omer canc el call	
9719555653, 0 9719555653			(Raja .) : :	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM ER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 1 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1186309	09:35		(navin) Lift stuck every time	1 GR (2-13 -S16006) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27/04/25	27/04/25 09:57	27/04/25 11:05 (C3)	Contactor/Relay/Timer			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4414108	27/04/25 09:58		(K7) Component or Connection - Loose (A1) Adjusted / Repaired							
9871537634, 9871537634		23.0 Minutes	(Raja .) C3 : K7 : A1 No Contactor/Relay/Timer Component or Connection - Loose							
			Lift was not working, Main drive trip bk not opening. Now bk contactor wiring check and coil clean now lift working condition but under observation....							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT						
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1186490	19:46		(Colonel Sandip Chopra) 9968852961 Lift not working.	1 GR (2-13 -S16006) - Elevator>MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27/04/25	27/04/25 21:33	27/04/25 23:36	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4415057	27/04/25 23:13		(KZ) Running at Arrival and No Fault Found (AX) Action - Other						
9968852961, 9968852961	3.8 Hours	3.5 Hours	(Hovendra Kumar) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival when I reached on site i am check lift 15 minutes running time no issue	No					

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 100 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179264	10:35		(raahul) fan not working 100 GR (2-13 -S16076) - Elevator> MR>Gear ed			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
05/04/25	05/04/25 11:27	05/04/25 11:48	(CF) Controller Ventilation -Fan/Filter/Vent			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4359069	05/04/25 11:40		(K1) Burnt Out (A6) Replaced Component							
6398892009, 6398892009		1.1 Hours	(Rajkumar Singh) CF No : K1 : A6 Controller Ventilation -Fan/Filter/Vent Burnt Out Lift was working but fen check fen waring check fen is born							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1180570	11:02		(Rohit) Lift fan not work	100 GR (2-13 -S16076) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
09/04/25	09/04/25 11:45	09/04/25 12:43	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4367676	09/04/25 12:08		(K4) Component Damaged / Broken / Stripped (AX) Action - Other						
6280985652, 6280985652	1.1 Hours		(Hovendra Kumar) EX : K4 : AX Lift Car - Other Component Damaged / Broken / Stripped Lift was working Fault. Car cavin fan not working Action. Car cavin fan not working inform to customer mr.prashant ji please arrange Car cavin fan shortly	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 101 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178257	10:54		(balveer) lift not working call not taking (2-13 -S16077) - Elevator> MR>Gear ed	101 GR		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
02/04/25	02/04/25 11:46	02/04/25 12:20	(DX) Door - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4350947	02/04/25 11:47		(K2) Communication Fault (AX) Action - Other							
6398892009, 6398892009		53.0 Minutes	(Hovendra Kumar) DX : K2 : AX Door - Other Communication Fault Lift was stop in 7th floor leanding get lock not connect get lock clean and adjust now elevator working fine	No						
1178515	08:30		(Gulvit Singh) Lift not working			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
03/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Cust omer canc el call	
6396554269, 0 6396554269			(Sanjay Verma) : : No	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 102 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179836	09:44		(App) 3P lift 102 Lifits issues • 3P-801 IN PROGRESS 03 Apr · Request ID 167233 Lift of 3P (No.102)not working properly,the doors are getting stuck, only half panel opening,happened yesterday evening, and today evening also. add_commentRaised by Babyla Gusain · Unit Level	102 GR (2-13 -S16078) - Elevator> MR>Gear		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
07/04/25	07/04/25 10:05	07/04/25 12:16	(EB) Car mounted safety circuit component -Switch/Button			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4362322	07/04/25 11:42		(K2) Communication Fault (A1) Adjusted / Repaired							
8447091893		2.0 Hours	(Aasif ., Sohan Veer Singh) EB : K2 : A1 Car mounted safety circuit component -Switch/Button Communication Fault Lift working but sometimes door open in Between floor level Now cpu card and hardware card reconnect now lift working condition ok	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1187385	14:54		(Balveer) Lift not working	102 GR (2-13 -S16078) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30/04/25	30/04/25 15:58	30/04/25 16:17	(D9) Gate Switch		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4423193	30/04/25 15:58		(K2) Communication Fault (A1) Adjusted / Repaired							
6398892009		1.1 Hours	(Rajkumar Singh) D9 Yes : K2 : A1 Gate Switch Communication Fault Lift was not working error code N/A Reason of failure 6th floor get lock problem Corrective action-now landing door male contect born contect new male contect replace elevator working now ok							
Lift No. All > 103 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1182601	18:25		(Sahil) Not working	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
15/04/25				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
								Cust omer canc el call		
9311035115, 0			(Raja .) : :	No						
9311035115										

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 104 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1181142	09:02		(Navjot) Lift not working	104 GR (2-13 -S16079) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/04/25	11/04/25 09:35	11/04/25 10:27 (C3)	Contactor/Relay/Timer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4372623	11/04/25 09:36		(K2) Communication Fault (AX) Action - Other							
9968656672, 9968656672	1.4 Hours	34.0 Minutes	(Sanjay Verma) C3 : No K2 : AX Contactor/Relay/Timer Communication Fault Elevator stop at ground floor ground floor landing door contact problem contact clean elevator working fine							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1186007	09:19		(Mobile app) 3R lift jerking problem in stop time . Update direction G to 6 , 6 to 8 floors Car door sound in closing time.	104 GR (2-13 -S16079) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
26/04/25	26/04/25 09:40	26/04/25 11:25	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4411360	26/04/25 09:40		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893		21.0 Minutes	(Sohan Veer Singh) EX : K2 : AX Lift Car - Other Communication Fault Reed switch problem Reed switch wire reconnect and cable wire check and re contact	No						
1187076	14:04		(Rahul) 9627702352 Lift not working and stopped at 4th floor.	104 GR (2-13 -S16079) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
29/04/25	29/04/25 14:38	29/04/25 16:04	(DX) Door - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4419836	29/04/25 14:43		(K2) Communication Fault (A1) Adjusted / Repaired							
9627702352, 8920799565	2.0 Hours	39.0 Minutes	(Raja .) DX : K2 : A1 Door - Other Communication Fault Lift was not working Error- N/A Action- 4th floor landing door adjust now lift working condition ok	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 105 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1181599	13:01		(rahul) door issue	105 GR (2-13 -S16080) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
12/04/25	12/04/25 13:16	12/04/25 14:07	(D5) Door Operator - Motor / Gear Box / Belt / Chain / Static Drive		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4376302	12/04/25 13:16		(KN) Out of Adjustment / Alignment (AX) Action - Other							
9627702352, 8920799565	15.0 Minutes		(Rajkumar Singh) D5 No : KN : AX Door Operator - Motor / Gear Box / Belt / Chain / Static Drive Out of Adjustment / Alignment Lifts was not working error code N A Reason of failure car door rope damage Corrective action-now car door rope new replace elevator working now							
1181633	14:51		(rahul) not working		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
12/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
								Cust omer canc el call		
9627702352, 0			(Rajkumar Singh) : : No							
8920799565										

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1184852	17:01		(Rahul) not working.	105 GR (2-13 -S16080) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
22/04/25	22/04/25 17:12	22/04/25 17:59	(D1) Door Brake		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4401376	22/04/25 17:56		(K2) Communication Fault (A1) Adjusted / Repaired						
9627702352, 9627702352	58.0 Minutes	55.0 Minutes	(Rajkumar Singh) D1 : K2 : A1 Door Brake Communication Fault Lift was working condition 5th floor landing door male contect replace elevator working now ok	Yes					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1186005	09:14		(Mobile app) 3R lift 105 Car guide liners need to be replaced on priority.	105 GR (2-13 -S16080) - Elevator>MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
26/04/25	26/04/25 09:21	26/04/25 09:36	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4411014	26/04/25 09:21		(K4) Component Damaged / Broken / Stripped (A9) Switched Off for Repairs							
8447091893, 8447091893	22.0 Minutes	7.0 Minutes	(Sohan Veer Singh) EX : K4 : A9 Lift Car - Other Component Damaged / Broken / Stripped Lift under shutdown for car shoe liner need to be replace	No						
Lift No. All > 106 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1186758	15:12		(Mahesh Singh) 8376936563 Lift not working.	106 GR (2-13 -S16081) - Elevator>MR>Gear ed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
28/04/25	28/04/25 15:27	28/04/25 16:22	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4416973	28/04/25 15:28		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
8376936563, 8920799565	1.2 Hours	16.0 Minutes	(Sohan Veer Singh) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found No swp Running on arrival No fault found	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 107 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178198	09:22		(vinod kumar) lift not working	107 GR (2-13 -S16082) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02/04/25	02/04/25 09:40	02/04/25 10:42	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4350590	02/04/25 10:11		(K2) Communication Fault (AX) Action - Other							
9634876726, 9634876726	49.0 Minutes		(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 8th floor Ground floor landing door contact problem door contact clean elevator working ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1185819	15:13		(KARE) LIFT NOT WORKING	107 GR (2-13 -S16082) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
25/04/25	25/04/25 15:55	25/04/25 16:27	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4409825	25/04/25 16:07		(K2) Communication Fault (A1) Adjusted / Repaired								
7065754482, 8920799565		54.0 Minutes	(Raja .) DX : K2 : A1 No Door - Other Communication Fault Lift was not working Error- N/A Action- 3th floor landing door adjust now lift working condition ok								
1187396	15:29		(khare) not working		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
30/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
								Cust omer cancel call			
7065754482, 0			(Rajkumar Singh) : : No								
7065754482											

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT						
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION					
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL L USED	LIFTUSA GE			
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls								
Lift No. All > 109 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180076	19:34		(Subhash) Door issue 109 GR (2-13 -S16084) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
07/04/25	07/04/25 19:42	07/04/25 20:17	(SX) Shaft - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4364341	07/04/25 20:16		(K2) Communication Fault (AX) Action - Other					
8439826779, 8439826779	42.0 Minutes		(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Car door open close time noise car door adjust noise removed					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 11 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1177884	09:47		(Navin) lift not working 4 GR (2-13 -S16008) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
01/04/25	01/04/25 17:22	01/04/25 18:26	(T7) Machine Room Speed Encoder/Position Reference Encoder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4350121	01/04/25 18:21		(K7) Component or Connection - Loose (A1) Adjusted / Repaired							
9871537634, 9871537634	8.7 Hours	8.6 Hours	(Rajkumar Singh) T7 No : K7 : A1 Machine Room Speed Encoder/Position Reference Encoder Component or Connection - Loose Lifts was not working problem lift some time sho ininspection mode controller nc point problem nc point is change and liftis working fine							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1181472	08:47		(siddharth) door issue	11 GR (2-13 -S15985) - Elevator> MR>Gear ed			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
12/04/25	12/04/25 09:28	12/04/25 11:07	(DA) Door Shoe Guides /Sill/Sill Bracket				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4375551	12/04/25 09:53		(K5) Component Dirty (A4) Cleaned							
8826266917		1.1 Hours	(Hovendra Kumar) DA : K5 : A4 Door Shoe Guides /Sill/Sill Bracket Component Dirty Lift was not working, and 2nd floor landing door stuck, check and found 2nd floor landing door sill stone pieces stuck in sill, now car sill clean lift working condition ok.	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1183615	21:08		(Sidharth) Door issue	11 GR (2-13 -S15985) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
18/04/25	18/04/25 21:17	18/04/25 21:31	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4392231	18/04/25 21:26		(KM) Open Circuit (A4) Cleaned								
8826266917		18.0 Minutes	(Raja .) DX : KM : A4 No Door - Other Open Circuit Lift was not working Error- N/A Problem- door not close Action- spit on sensor ,sensor clean now lift working condition ok								
Lift No. All > 110. GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
1178875	09:31		(Jay prakash) lift not working	110. GR (2-13 -S16085) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
04/04/25	04/04/25 09:49	04/04/25 10:35	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4356081	04/04/25 10:34		(K2) Communication Fault (AX) Action - Other								
9719462451, 9719462451	1.1 Hours	1.1 Hours	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at ground floor car door problem car door adjust elevator working ok								

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1185709	10:53		(JAYAPRAKASH) LOP BUTTON NOT WORKING ON 8TH FLOOR	110. GR (2-13 -S16085) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
25/04/25	25/04/25 11:10	25/04/25 12:15	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4408695	25/04/25 11:58		(K2) Communication Fault (AX) Action - Other							
9719462451, 8920799565		1.1 Hours	(Sanjay Verma) SX : Yes K2 : AX Shaft - Other Communication Fault 8th floor lop button not button repair lop working							
Lift No. All > 112. GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1177853	08:43		(SURENDER KUMAR) LM.16125 AND 16126 BOTH LIFTS ARE NOT WORKING , KINDLY DO AS POSSIBLE	150 GR (2-13 -S16125) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
01/04/25	01/04/25 08:56	01/04/25 10:18	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4348091	01/04/25 09:16		(K2) Communication Fault (AX) Action - Other							
7710040801		33.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 9th floor landing door contact problem contact clean elevator working fine							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1182237	16:18		(Mohan) COP button not work			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cust omer canc el call										
9599344130, 0 9599344130			(Raja .) : :	No						
Lift No. All > 113. GR										
						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178047	15:37		(Mobile App) 4V lift 154 not working	154 GR (2-13 -S16129) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
01/04/25	01/04/25 15:57	01/04/25 16:51	(DX) Door - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4349444	01/04/25 15:58		(K5) Component Dirty (A4) Cleaned							
8447091893, 8447091893	1.2 Hours	21.0 Minutes	(Hovendra Kumar) DX : K5 : A4 Door - Other Component Dirty	No						
Door sencer spit door sencer clean now elevator working ok										

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1180679	16:15		(Mohan) 9599344130 COP button not working.	113. GR (2-13 -S16106) - Elevator> MR>Gear ed						<input checked="" type="checkbox"/>
09/04/25	09/04/25 16:37	09/04/25 17:03	(S6) Floor PCB							<input type="checkbox"/>
INDIA4368783	09/04/25 16:46		(K2) Communication Fault (A6) Replaced Component							
9599344130, 8920799565		31.0 Minutes	(Rajkumar Singh) S6 : K2 : A6 Floor PCB Communication Fault Tower 4A lift no.113 Error code-N/A Reason of failure car cop button 11th 2st floor cop button not working Corrective action-now cop button 11th& 2st floor cop button new replace button working now ok	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1182077	09:20		(mohan) lift inside 2nd button not working and floor no are not displayed properly showing wrong floor no's	113. GR (2-13 -S16106) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14/04/25	14/04/25 09:29	14/04/25 10:29	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4378991	14/04/25 10:28		(K2) Communication Fault (AX) Action - Other							
9599344130, 9599344130		1.1 Hours	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault 2nd floor button and display not working need to be fix							
1182540	14:27		(mohan) not working	113. GR (2-13 -S16106) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15/04/25	15/04/25 15:12	15/04/25 16:20	(DA) Door Shoe Guides /Sill/Sill Bracket			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4382599	15/04/25 15:13		(K2) Communication Fault (A1) Adjusted / Repaired							
9599344130, 9599344130	1.9 Hours	46.0 Minutes	(Raja .) DA : K2 : A1 No Door Shoe Guides /Sill/Sill Bracket Communication Fault Lift was not working Error- N/A Action- 12th floor Landing door shoe adjust now lift working condition ok							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1185750	11:58		(MOBILE APP) DISPLAY NOT WORKING	113. GR (2-13 -S16106) - Elevator> MR>Gear ed						<input checked="" type="checkbox"/>
25/04/25	25/04/25 11:59	25/04/25 12:52	(SX) Shaft - Other							
INDIA4408874	25/04/25 12:44		(K2) Communication Fault (AX) Action - Other							
9599344130, 8920799565		46.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Ground floor lop display some time problem display resave							
1187121	16:13		(mohan) LIFT NOT WORKING PROPERLY	113. GR (2-13 -S16106) - Elevator> MR>Gear ed						
29/04/25	29/04/25 16:55	29/04/25 19:06	(S6) Floor PCB							
INDIA4420957	29/04/25 18:36		(K2) Communication Fault (AX) Action - Other							
9599344130, 8920799565		2.4 Hours	(Raja .) S6 : K2 : AX No Floor PCB Communication Fault Lift was not working Error- N/A Action - Landing display check and Landing interface card check controller wiring need to check required lift under shutdown							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 114 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179044	15:48		(Mobile App) 4A lift 113 Lift running Very slow speed and Door opening & Closing issue .	113. GR (2-13) -S16106) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
04/04/25	04/04/25 16:10	04/04/25 16:35	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4357605	04/04/25 16:19		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
8447091893, 8447091893		31.0 Minutes	(Sohan Veer Singh) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Running on arrival No fault found	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1181700	19:39		(Das) Mantrap	114 GR (2-13 -S16107) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12/04/25	12/04/25 20:03	12/04/25 20:07	(C2) Circuit Protection-Circuit Breaker/Fuse/RCD/O verload		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4377832	12/04/25 20:03	2025-04-12 19:53:00	(K2) Communication Fault (A9) Switched Off for Repairs						
8750304444, 8750304444	28.0 Minutes	24.0 Minutes	(Raja .) C2 : K2 : A9 Circuit Protection-Circuit Breaker/Fuse/RCD/O verload Communication Fault Mantrap rescue but lift under shutdown for checking Fault unknowns.	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1184769	13:33		(Dharpal) lift not working	114 GR (2-13 -S16107) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
22/04/25	22/04/25 13:46	22/04/25 14:23	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4400143	22/04/25 13:46		(K2) Communication Fault (AX) Action - Other								
9627274766, 9627274766		13.0 Minutes	(Sohan Veer Singh) EX : K2 : AX Lift Car - Other Communication Fault Lift shutdown problem not solved I am working here	No							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 115. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180895	11:43		(dharmapal) fan or display not working	115. GR (2-13 -S16108) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10/04/25	10/04/25 11:54	10/04/25 13:04	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4370492	10/04/25 11:54		(K5) Component Dirty (A4) Cleaned							
9627274766, 9627274766		11.0 Minutes	(Sohan Veer Singh) E1 : K5 : A4 C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Component Dirty	No						
			Display working with problem Display wire reconnect and display re program button wire reconnect Working now							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 117 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178716	16:11		(Rashid) Display not working	117 GR (2-13 -S16088) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
03/04/25	03/04/25 16:33	03/04/25 17:01	(S8) Landing Arrival & Position -Fixture/Display/Gong /Indication/PCB		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4354955	03/04/25 16:33		(KV) Software Fault / PCB Lock Up (A6) Replaced Component						
8348491128, 8920799565	22.0 Minutes		(Aasif .) S8 : KV : A6 Yes Landing Arrival & Position -Fixture/Display/Gong /Indication/PCB Software Fault / PCB Lock Up Lift working but 1st floors landing display not working, Now Display check and new display change now working condition ok						
1178992	13:35		(rashid) 1st floor outside call button not working		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
								Customer cancelled call	
8348491128, 0			(Hovendra Kumar) : No						
8348491128			:						

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 118. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1184988	08:50		(mohan) DISPLAY NOT WORKING, LIFT NOT WORKING PROPERLY	113. GR (2-13 -S16106) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23/04/25	23/04/25 09:11	23/04/25 09:50	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4402031	23/04/25 09:25		(K2) Communication Fault (A1) Adjusted / Repaired							
9599344130		35.0 Minutes	(Rajkumar Singh) : K2 : A1 C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Communication Fault Lift working but 13 th floor lop display not working, Check D' Connector cable wiring check and Display software change now Display working condition ok Note :- this Display not working frim before Contect...	E1 Yes						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 12 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1179924	12:01		(subashchand) fan issue.	.132 GR (2-13 -S16113) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
07/04/25	07/04/25 12:17	07/04/25 13:45	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4362690	07/04/25 12:55		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
9639569589, 9639569589		54.0 Minutes	(Sohan Veer Singh) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Running on arrival No fault found Fan complend Fan wiring done	No						
1182711	08:38		(Subhash) LOP issue at 3, 8th floor.	12 GR (2-13 -S16015) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
16/04/25	16/04/25 08:50	16/04/25 09:49	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4383884	16/04/25 09:48		(K2) Communication Fault (AX) Action - Other							
9639569589, 9639569589		1.2 Hours	(Sanjay Verma) SX : K2 : AX Shaft - Other Communication Fault 3rd ,8th floor lop button not working button wiring reconnect working working ok	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM ER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1185761	12:14		(subahschand) button issue.	12 GR (2-13 -S16015) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25/04/25	25/04/25 12:19	25/04/25 13:45	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4409129	25/04/25 13:02		(K2) Communication Fault (AX) Action - Other							
9639569589, 9639569589		48.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault 3rd floor lop button not working button repair working ok							
Lift No. All > 120. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178019	14:19		(Rajmani) Lift not working	120. GR (2-13 -S16091) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
01/04/25	01/04/25 14:34	01/04/25 15:36	(C7) Main Processor			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4349098	01/04/25 15:08		(K2) Communication Fault (A4) Cleaned							
9205297304, 8920799565		49.0 Minutes	(Hovendra Kumar) C7 : K2 : A4 Main Processor Communication Fault Lift was not working Fault. Car and leanding display call not attend Action. Communication wairing reconnect	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1183395	09:07		(Rajmani) lift not working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
18/04/25	18/04/25 09:18			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Branch cancelled call	
9205297304, 0			(Sanjay Verma) : :	No						
9205297304										
1185016	09:41		(Raj mani) Lift not working display showing arrow mark	120. GR (2-13 -S16091) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
23/04/25	23/04/25 09:54	23/04/25 11:10	(C1) Automatic Rescue Device (ARD)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4402291	23/04/25 10:09		(KK) No Power / Phase Loss (A7) Reset and Tested							
9205297304, 8920799565	28.0 Minutes		(Rajkumar Singh) C1 : KK : A7 Automatic Rescue Device (ARD) No Power / Phase Loss Lift was not working, Due to power supply issues, power supply cut at many times , now power reset lift work condition..... information to customer	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1185721	11:16		(Raaj Mani) Lift not working	120. GR (2-13 -S16091) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
25/04/25	25/04/25 11:27	25/04/25 13:02	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4408918	25/04/25 12:16		(K2) Communication Fault (AX) Action - Other							
9205297304, 8920799565		1.0 Hour	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator running on arrival fault not found							
Lift No. All > 121 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1183394	09:07		(raj mani) not working	121 GR (2-13 -S16092) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18/04/25	18/04/25 09:18	18/04/25 11:15	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4389968	18/04/25 10:29		(K2) Communication Fault (AX) Action - Other							
9205297304, 9205297304		1.4 Hours	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 8th floor door not close close relay problem relay reconnect door close elevator working							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 122. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179748	21:24		(App) 4F lift 122 not working	122. GR (2-13 -S16109) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
06/04/25	06/04/25 21:47	06/04/25 22:59	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4361746 06/04/25 22:15			(K2) Communication Fault (A1) Adjusted / Repaired							
8447091893, 8447091893	1.6 Hours	51.0 Minutes	(Rajkumar Singh) SX No : K2 : A1 Shaft - Other Communication Fault Lift was not working problem car door roller new replace and car shoe adjust elevator working now ok							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 123. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1183695	09:37		(Badal) Lift not working	123. GR (2-13 -S16110) - Elevator>MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19/04/25	19/04/25 10:05	19/04/25 11:59	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4392872	19/04/25 10:26		(KN) Out of Adjustment / Alignment (A1) Adjusted / Repaired							
9555177520, 9555177520	2.4 Hours	49.0 Minutes	(Hovendra Kumar) EX : KN : A1 Lift Car - Other Out of Adjustment / Alignment Lift was working but lift running time car sill tuch with latch roller now car sill gep maintain now lift working condition ok	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1186705	12:57		(Badal) on 10th floor door not working	123. GR (2-13 -S16110) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28/04/25	28/04/25 13:09	28/04/25 14:26	(DX) Door - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4416369	28/04/25 13:50		(K2) Communication Fault (A1) Adjusted / Repaired							
9555177520		53.0 Minutes	(Raja .) DX : K2 : A1 Door - Other Communication Fault Lift was not working Error- N/A Action- 10 floor landing door adjust now lift working condition ok	No						
Lift No. All > 125 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178191	09:17		(Badal) lift not working	123. GR (2-13 -S16110) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02/04/25	02/04/25 09:44	02/04/25 11:07	(C7) Main Processor			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4350684	02/04/25 09:46		(K2) Communication Fault (A7) Reset and Tested							
9555177520, 9555177520	1.8 Hours	29.0 Minutes	(Sohan Veer Singh) C7 : K2 : A7 Main Processor Communication Fault Error oc2 Contactor no point problem Spair no point use Working now	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1184747	12:31		(Sabuddin) lift not working	125 GR (2-13 -S16112) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
22/04/25	22/04/25 12:36	22/04/25 13:54	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4399994	22/04/25 13:18		(K2) Communication Fault (AX) Action - Other								
6396592245, 6396592245		47.0 Minutes	(Pushpender Singh, Saurabh Kumar) EX : K2 : AX Lift Car - Other Communication Fault Lift not working so lift is shutdown due to problem not solve, work under process by team, we are checking this lift	No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 126 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1181986	18:55		(Dhiraj) lift not working			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
			126 GR (2-13 -S16093) - Elevator> MR>Gear ed						
13/04/25	13/04/25 19:02	13/04/25 19:48	(DC) Hoistway Lock -Arms/Cams/Contacts /Lock Box/Lock Roller/Restrictor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4378715	13/04/25 19:03		(K2) Communication Fault (A1) Adjusted / Repaired						
7054398505, 7054398505	8.0 Minutes		(Saurabh Kumar) DC No : K2 : A1 Hoistway Lock -Arms/Cams/Contacts /Lock Box/Lock Roller/Restrictor Communication Fault Lift is not working due to 4th floor door contact not connected properly, coor contact clean and adjusted now lift working fine						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1183159	12:22		(Dhiraj Pandey) Lift not working also 7th floor LOP not working	126 GR (2-13 -S16093) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17/04/25	17/04/25 12:37	17/04/25 13:46	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4387670	17/04/25 12:47		(K2) Communication Fault (AX) Action - Other							
7054398505		25.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at ground floor ground floor female contact problem contact adjust elevator working and 7th floor lop down button replace							
Lift No. All > 127 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178597	11:04		(dhiraj) fan issue			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Cust omer cancel call	
7054398505, 0 8920799565			(Sohan Veer Singh) : No : :							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1181223	10:55		(nirmal) lift connection is not available and fan is not working	127 GR (2-13 -S16094) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11/04/25	11/04/25 10:59	11/04/25 11:58	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4372956	11/04/25 11:56		(K2) Communication Fault (AX) Action - Other								
9785334302, 9785334302		1.0 Hours	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Fan not working fan required inform to customer duplax not working cpu pcb problem pcb required pcb need to be replace								
1181505	09:40		(dhiraj) fan issue	127 GR (2-13 -S16094) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
12/04/25	12/04/25 10:52	12/04/25 11:31	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4375668	12/04/25 10:56		(KZ) Running at Arrival and No Fault Found (AX) Action - Other								
7054398505, 8920799565		1.3 Hours	(Sohan Veer Singh) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Running on arrival No fault found	No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1187238	08:25		(dhiraj) fan not working			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
30/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
										Cust omer canc el call
7054398505	0		(Raja .) : :	No						
Lift No. All > 128 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180410	18:24		(Rahul) 6396631489 128 GR Duplex system issue (2-13 and abnormal moving. -S16095) - Elevator> MR>Gear ed			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
08/04/25	08/04/25 19:20	08/04/25 20:02	(C5) Dispatch / Group Control			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4366871	08/04/25 19:42		(K2) Communication Fault (A1) Adjusted / Repaired							
6396631489, 6396631489		1.3 Hours	(Aasif .) C5 : K2 : A1 No Dispatch / Group Control Communication Fault Loft was working condition, but Duplex problem now Duplex wiring check and reconnect now Duplex working condition ok							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1182170	12:21		(rahul) 16096 - both lift need to be connected	128 GR (2-13 -S16095) - Elevator>MR>Gear ed						<input checked="" type="checkbox"/>
14/04/25	14/04/25 12:36	14/04/25 12:56	(SX) Shaft - Other							
INDIA4379472	14/04/25 12:54		(K2) Communication Fault (AX) Action - Other							
6396631489, 6396631489		33.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator running but duplex not working cpu pcb problem pcb required need to be replace							
1184192	21:17		(Rakesh sharam) Mantrap	128 GR (2-13 -S16095) - Elevator>MR>Gear ed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
20/04/25	20/04/25 21:20	20/04/25 21:40	(CX) Controller-Other			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4396254	20/04/25 21:21	2025-04-20 21:25:00	(KA) Component Tripped (AX) Action - Other							
9599744990, 9599744990	23.0 Minutes	4.0 Minutes	(Saurabh Kumar) CX : KA : AX Controller-Other Component Tripped Mantrap passenger rescue done within 10 mint, and now we are checking the lift so lift is shutdown for repair	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1186895	09:03		(rahul) S1605 and S16096 both lift there is no connectivity both lift connectivity has to be done	128 GR (2-13 -S16095) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29/04/25	29/04/25 09:21	29/04/25 10:15	(C8) Power Supply / Transformer / Rectifier		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INV109143	29/04/25 09:23		(KA) Component Tripped (A7) Reset and Tested						
6396631489, 6396631489		20.0 Minutes	(Rajkumar Singh) C8 No : KA : A7 Power Supply / Transformer / Rectifier Component Tripped Power supply failure from client side. Main drive in controller tripped. checked supply and reset drive and controller. Lift is working now.						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 129 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1185464	14:47		(Rahul) 6396631489 Lift not working.	128 GR (2-13 -S16095) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
24/04/25	24/04/25 14:58	24/04/25 16:52	(CX) Controller-Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4406977	24/04/25 14:59		(K2) Communication Fault (AX) Action - Other							
6396631489, 8920799565	2.1 Hours	12.0 Minutes	(Sohan Veer Singh) CX : K2 : AX Controller-Other Communication Fault Error NA Some time cop call book but lift not running Dcl card problem Dcl card change lift working now	Yes						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1187119	16:11		(Rahul) Lift not working door issue lift stuck on fourth floor door unable to close	129 GR (2-13 -S16096) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29/04/25	29/04/25 16:55	29/04/25 18:35	(DX) Door - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4420856	29/04/25 18:29		(K2) Communication Fault (AX) Action - Other							
6396631489, 8920799565		2.3 Hours	(Raja .) DX : K2 : AX No Door - Other Communication Fault Lift was not working Error- N/A Action- car door adjust and sensor wiring check now lift working condition ok							
Lift No. All > 13 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179590	11:40		(Mohan) Button issue (2-13 -S16016) - Elevator>MR>Gear ed	13 GR		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
06/04/25	06/04/25 11:58	06/04/25 12:47	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4361135	06/04/25 12:35		(K2) Communication Fault (A1) Adjusted / Repaired							
9599344130, 9599344130		55.0 Minutes	(Raja .) SX : K2 : A1 No Shaft - Other Communication Fault Lift working condition Cop 2floor button rewiring now button working condition ok							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1186486	19:34		(Navin) Lift not working.	13 GR (2-13 -S16016) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27/04/25	27/04/25 21:32	27/04/25 22:11	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4415035	27/04/25 21:34		(KZ) Running at Arrival and No Fault Found (AX) Action - Other						
9871537634, 9871537634	2.6 Hours	2.0 Hours	(Hovendra Kumar) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival when i reached on site 15 minutes check on lift running no issues in lift	No					

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 136. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178020	14:20		(Ravindra) DISPLAY NOT WORKING	136. GR (2-13 -S16099) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/04/25	01/04/25 15:36	01/04/25 15:56	(S8) Landing Arrival & Position -Fixture/Display/Gong /Indication/PCB			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4349180	01/04/25 15:36		(K6) Component Missing (AX) Action - Other							
7500487040, 7500487040		1.3 Hours	(Hovendra Kumar) S8 : K6 : AX Landing Arrival & Position -Fixture/Display/Gong /Indication/PCB Component Missing LOP not working due to 1 floor lop missing and 3F ,4F floor lop damage so need to be change, arrange shortly	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1179503	07:00		(DILSAD) DOOR NOT WORKING .	136. GR (2-13 -S16099) - Elevator> MR>Gear ed			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
06/04/25	06/04/25 07:03	06/04/25 07:57	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4360932	06/04/25 07:40		(K2) Communication Fault (A1) Adjusted / Repaired						
8273075959		40.0 Minutes	(Raja .) DX : K2 : A1 Door - Other Communication Fault Lift was not working Error- N/A Action- osg switch rewiring now lift working condition ok	No					
1182095	09:57		(ravindar) 1st display not working	136. GR (2-13 -S16099) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14/04/25	14/04/25 10:02	14/04/25 10:27	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4378982	14/04/25 10:04		(K2) Communication Fault (AX) Action - Other						
7500487040, 7500487040		7.0 Minutes	(Sanjay Verma) SX : K2 : AX Shaft - Other Communication Fault 1st floor lop display not working display need to be fix	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1182192	13:18		(ravinder) lift 1st and ground floor gets jerk while opening door and closing door	136. GR (2-13 -S16099) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14/04/25	14/04/25 14:05	14/04/25 14:09	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4379737	14/04/25 14:05		(K2) Communication Fault (AX) Action - Other							
7500487040, 7500487040		47.0 Minutes	(Raja .) SX : K2 : AX No Shaft - Other Communication Fault Car door sound Car door roller need to change required Elevator under shutdown							
1185946	23:13		(dilshad) lift not working	136. GR (2-13 -S16099) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
25/04/25	25/04/25 23:16	25/04/25 23:31	(CX) Controller-Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4410898	25/04/25 23:27		(KQ) Running On Arrival (AA) Tested Operation / No Fault Found							
8273075959, 8273075959		14.0 Minutes	(Raja .) CX : KQ : AA No Controller-Other Running On Arrival Lift was not working Due to power supply supply failure issues, power supply check and informed to customers....							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT						
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION					
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE			
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls								
Lift No. All > 137. GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178286	11:54		(Ravindra) fan issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
02/04/25	02/04/25 12:00			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
							Cust omer canc el call	
7500487040, 0			(Sanjay Verma) : : No					
7500487040								
1187120	16:12		(Prashan Kumar) Door issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				137. GR (2-13 -S16100) - Elevator> MR>Gear ed				
29/04/25	29/04/25 16:55	29/04/25 18:28	(SX) Shaft - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4420829	29/04/25 16:55		(K2) Communication Fault (AX) Action - Other					
9971980340, 8920799565		43.0 Minutes	(Raja .) SX : K2 : AX Shaft - Other Communication Fault	No				
			Lift was not working Error- N/A Action- Door drive need to check required					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 138. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180145	07:26		(dilsad) display not working	138. GR (2-13 -S16101) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
08/04/25	08/04/25 07:39	08/04/25 08:18	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4364533	08/04/25 08:03		(K2) Communication Fault (AX) Action - Other							
8273075959		37.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault 6th floor lop display worong show display resave display working ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1184948	07:10		(dilshad) display not working on 6th floor	138. GR (2-13 -S16101) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
23/04/25	23/04/25 07:24	23/04/25 07:56	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4401963	23/04/25 07:24		(K2) Communication Fault (A1) Adjusted / Repaired								
8273075959, 8273075959		14.0 Minutes	(Hovendra Kumar) E1 : K2 : A1 C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Communication Fault Lift was working but 6th floor lop display was not working, Now check display found shaft ware problem, now check display shortware and check wiring reconnect now display working condition	No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT						
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION					
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE			
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls								
Lift No. All > 139. GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1182685	07:23		(Dilshad) lift light not working	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16/04/25				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
						Cust omer canc el call		
8273075959, 0			(Sanjay Verma) : : No					
8273075959								
Lift No. All > 14 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180188	09:33		(ram) not working properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				14 GR (2-13 -S16017) - Elevator> MR>Gear ed				
08/04/25	08/04/25 10:08	08/04/25 10:55	(SX) Shaft - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4364702 08/04/25 10:10			(K2) Communication Fault (AX) Action - Other					
8376936563, 8920799565		37.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator running on arrival					

CALL	LOGGED	(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1182881	14:48		(app) 1E lift 15 . Someone stuck inside (2-13 the lift. man trap rescued Rescue completed within 10 minutes.	15 GR (2-13 -S16018) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16/04/25	16/04/25 14:57	16/04/25 15:06	(C3) Contactor/Relay/Timer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4385110	16/04/25 14:58		(K2) Communication Fault (AX) Action - Other						
8447091893, 8920799565	18.0 Minutes	10.0 Minutes	(Raja .) C3 : K2 : AX Contactor/Relay/Timer Communication Fault Lift was not working Rescue done communication fault problem lift under shutdown	No					
1186487	19:37		(Preeti) Lift not working.	14 GR (2-13 -S16017) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27/04/25	27/04/25 21:33	27/04/25 22:28	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4415042	27/04/25 22:12		(KZ) Running at Arrival and No Fault Found (AX) Action - Other						
9911509845, 9911509845	2.9 Hours	2.6 Hours	(Hovendra Kumar) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival when i am reached on site i am check lift 15 minutes running time	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 141. GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1177826	07:25		(Rajendra) Lift not working	152 GR (2-13 -S16127) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/04/25	01/04/25 07:38	01/04/25 08:15	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4348006	01/04/25 07:41		(K2) Communication Fault (AX) Action - Other							
8474912168, 8474912168	50.0 Minutes	16.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at ground floor permanent open command dol wire problem need to be clear Elevator shutdown							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP	SWP	A/H	NOF	REC
					MAX	SWPOA	CHG	CC	REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 143 GR					STP	SWP	A/H	NOF	REC
					MAX	SWPOA	CHG	CC	REJ
1180537	10:02		(Mukesh) Lift not working	143 GR (2-13 -S16118) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09/04/25	09/04/25 10:45	09/04/25 12:08	(P7) Drive Protection -Fuse/Circuit Breaker/Thermal Switch		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4367540	09/04/25 10:51		(KA) Component Tripped (A9) Switched Off for Repairs						
6397166345, 8920799565	2.1 Hours	49.0 Minutes	(Hovendra Kumar) P7 : KA : A9 Drive Protection -Fuse/Circuit Breaker/Thermal Switch Component Tripped Lift was not working Fault. Error 13 break switch Action. Break switch gap adjust and Error reset now elevator working ok	No					

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT						
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 144 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179413	16:50		(Nabjyot singh) Stuck 144 GR issue (2-13 -S16119) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
05/04/25	05/04/25 19:45	05/04/25 20:04	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4360747	05/04/25 20:00		(K2) Communication Fault (A6) Replaced Component						
9968656672, 8920799565	3.2 Hours		(Aasif .) E1 : K2 : A6 No C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Communication Fault Lift is working ok but 13th floor lop display not working, Display need to be change display required...lift working						
1180656	15:00		(Chhathu kumar) LOP display issue at 13th floor.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Branch cancel call									
9910833036, 0 9910833036			(Sanjay Verma) : : No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 145 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179432	17:44		(Chattu Kumar) lift not working.	145 GR (2-13 -S16120) - Elevator>MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
05/04/25	05/04/25 19:46	05/04/25 20:15	(D6) Door Panel			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4360757 05/04/25 20:04			(K4) Component Damaged / Broken / Stripped (A9) Switched Off for Repairs							
9910833036, 9910833036	2.5 Hours	2.3 Hours	(Aasif .) D6 : K4 : A9 No Door Panel Component Damaged / Broken / Stripped Lift was not working, due to some one Damaged and Car door track rollers Damaged, sensor Damaged, balance plate Damaged, skate Damaged, RH sides. , Lift under shutdown to repair							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1180062	18:32		(Brigadier Navjot Singh) lift not working (2-13 and door issue -S16120) - multiple times, jerking Elevator> issue. MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
07/04/25	07/04/25 18:53	07/04/25 19:11	(SX) Shaft - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4364247	07/04/25 18:55		(K2) Communication Fault (AX) Action - Other						
9968656672, 9968656672	39.0 Minutes	23.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 1st floor landing door contact problem contact clean and adjust elevator working fine						
1180099	21:08		(Samshad) Not working	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
07/04/25				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
							Cust omer canc el call		
6398433490, 0			(Raja .) : :	No					
6398433490									

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1182268	17:56		(Navjot) LOP is not working at 7th floor	145 GR (2-13 -S16120) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
14/04/25	14/04/25 18:00	14/04/25 19:12	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4381051	14/04/25 18:28		(K2) Communication Fault (A1) Adjusted / Repaired								
9968656672, 9968656672		32.0 Minutes	(Raja .) SX : K2 : A1 No Shaft - Other Communication Fault Lift was working condition Error- N/A Problem- 7th floor button not working Action- 7th floor button wiring change now button working condition ok								
1182406	09:22		(SHAKTIVKUMAR) FAN ISSUE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
15/04/25	15/04/25 09:29				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
								Cust omer canc el call			
9910833036, 08920799565			(Sanjay Verma) : : No issue resolve								

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1187357	13:21		(navjot) not working.	145 GR (2-13 -S16120) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
30/04/25	30/04/25 13:38	30/04/25 15:16	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4422853	30/04/25 14:07		(KZ) Running at Arrival and No Fault Found (AX) Action - Other						
9968656672, 9968656672	46.0 Minutes		(Raja .) EX : KZ : AX No Lift Car - Other Running at Arrival and No Fault Found Lift was working condition ok I have check and found lift running on arrival no fault found lift check 30 minutes						
1187358	13:24		(ramdev) door is not opening		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
							Cust omer canc el call		
9651880581, 0 9651880581			(Raja .) : :	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 146 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1177940	11:12		(ravindar) noise issue while running	137. GR (2-13 -S16100) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
01/04/25	01/04/25 11:18	01/04/25 12:55	(CX) Controller-Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4348442	01/04/25 11:55		(K2) Communication Fault (AX) Action - Other							
7500487040, 7500487040		43.0 Minutes	(Sanjay Verma) CX : No K2 : AX Controller-Other Communication Fault Elevator running time noise Break adjust and 5th floor landing door roller adjust noise removed							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1179837	09:46		(App) 4Q lift 144 . Lifts/Lift Functioning including Fans lights and all its issues • 4Q-1301 IN PROGRESS 05 Apr · Request ID 167493 Lift 144 non functional on 13th floor. Gives service only till 12th floor add_commentRaised by Colonel Vinod Gupta · Community Level	144 GR (2-13 -S16119) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
07/04/25	07/04/25 09:57	07/04/25 10:55	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4362019	07/04/25 10:00		(K2) Communication Fault (A7) Reset and Tested						
8447091893		14.0 Minutes	(Sohan Veer Singh) EX : K2 : A7 Lift Car - Other Communication Fault Some time door problem Door drive Parameter adjust	No					

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1181671	17:25		(Akash Kumar) Not working	146 GR (2-13 -S16121) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12/04/25	12/04/25 20:08	12/04/25 20:10	(C2) Circuit Protection-Circuit Breaker/Fuse/RCD/O verload		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4377836	12/04/25 20:08		(K2) Communication Fault (A1) Adjusted / Repaired						
8860487374, 8860487374	2.8 Hours	2.7 Hours	(Raja .) C2 : K2 : A1 No Circuit Protection-Circuit Breaker/Fuse/RCD/O verload Communication Fault Error 12 Permanent Error clear and break switch adjust now lift working condition Shutdown clear						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1185518	17:32		(Chatu Kumar) Lift not working	145 GR (2-13 -S16120) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
24/04/25	24/04/25 17:39	24/04/25 18:36	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4407733	24/04/25 17:40		(K2) Communication Fault (AX) Action - Other								
9910833036		8.0 Minutes	(Sohan Veer Singh) EX : K2 : AX Lift Car - Other Communication Fault Lift shutdown problem not solved I am working here	No							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP	SWP	A/H	NOF	REC	
					MAX	SWPOA	CHG	CC	REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE							
			(NO.) FAULT ACTION							
CONTACT	TIME	RESPONSE	(TECHNICIAN)	IS	LIFTUSA					
	STOPPED	TIME	ACTION	MATERIA	GE					
				L USED						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 147 GR					STP	SWP	A/H	NOF	REC	
					MAX	SWPOA	CHG	CC	REJ	
1180343	15:19		(Akash Kumar) Lift not working	147 GR (2-13 -S16122) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
08/04/25	08/04/25 16:19	08/04/25 16:57	(D4) Door Closer -Weight/Rope/Spirator /Spring/Arm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4366040	08/04/25 16:19		(K4) Component Damaged / Broken / Stripped (A1) Adjusted / Repaired							
8630369181, 8630369181	1.6 Hours	1.0 Hour	(Aasif .) D4 : K4 : A1 No Door Closer -Weight/Rope/Spirator /Spring/Arm Component Damaged / Broken / Stripped Lift was not working, due to 3rd floor landing Door spring damaged. Now spring repair now lift working condition ok							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1180609	12:47		(Dipak Arora) Both lift not working from same tower	147 GR (2-13 -S16122) - Elevator>MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
09/04/25	09/04/25 13:09	09/04/25 14:33 (T1)	Brake -Drum/Shoe/Coil/Link ages/Spring/Switch		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4368134	09/04/25 13:34		(K7) Component or Connection - Loose (A1) Adjusted / Repaired							
9001820999, 8920799565	1.8 Hours	47.0 Minutes	(Hovendra Kumar) T1 : K7 : A1 Brake -Drum/Shoe/Coil/Link ages/Spring/Switch Component or Connection - Loose Lift was not working Fault. Error 13 coming break switch Action. Break switch gep adjust and error clear by tool lift working now	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1187294	10:11		(AKASH) NOT WORKING	147 GR (2-13 -S16122) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
30/04/25	30/04/25 10:47	30/04/25 11:32 (C3)	Contactor/Relay/Timer			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4421708	30/04/25 11:01		(K2) Communication Fault (AX) Action - Other							
8860487374, 8920799565		50.0 Minutes	(Raja .) C3 : K2 : AX No Contactor/Relay/Timer Communication Fault Lift was not working Error- N/A Action Controller wiring need to check required							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT						
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION					
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE			
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls								
Lift No. All > 148 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178440	19:48		(Rakesh Arora) fan and light not working.	148 GR (2-13 -S16123) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
02/04/25	02/04/25 20:24	02/04/25 21:09	(E8) Lighting / Ventilation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4353080	02/04/25 20:24		(KW) User Error or Customer Request (A5) No Action Taken / No Access Possible, Customer To Be Notified					
9560193247, 9560193247	36.0 Minutes		(Aasif .) E8 : KW : A5 No Lighting / Ventilation User Error or Customer Request Lift is working fine, only car fan not working need to be change information to customer RWA, fan required by customer					

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1180083	20:02		(Mobile App) 4D lift 148 not working	148 GR (2-13 -S16123) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
07/04/25	07/04/25 20:15	07/04/25 21:02	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4364385	07/04/25 20:17		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893	1.0 Hour	15.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 8th floor error show 120 8th floor landing door problem door adjust elevator working ok							
1180813	08:34		(Akash Kumar) lift not working	147 GR (2-13 -S16122) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10/04/25	10/04/25 09:05	10/04/25 10:41	(CX) Controller-Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4369941	10/04/25 09:06		(K2) Communication Fault (A6) Replaced Component							
8860487374, 8860487374		32.0 Minutes	(Sohan Veer Singh) CX : K2 : A6 Controller-Other Communication Fault Error 48 24v smps voltage drop 24 v smps change Working now	Yes						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 149 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181568	11:50		(Akash) Lift not working	146 GR (2-13 -S16121) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12/04/25	12/04/25 12:17	12/04/25 13:02	(B6) Motor/Gear Box			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4376026	12/04/25 12:19		(K2) Communication Fault (AX) Action - Other							
8860487374, 8860487374	1.2 Hours	29.0 Minutes	(Sohan Veer Singh) B6 : K2 : AX Motor/Gear Box Communication Fault Motor break switch problem Break switch adjust Working now	No						
1184814	15:16		(Mobile app) 4S lift 149 not working	149 GR (2-13 -S16124) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
22/04/25	22/04/25 15:34	22/04/25 16:17	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4400683	22/04/25 15:34		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893	1.0 Hours	18.0 Minutes	(Sohan Veer Singh) EX : K2 : AX Lift Car - Other Communication Fault Lift shutdown problem not solved I am working here	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 15 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1186488	19:37		(Preeti) Lift not working.	15 GR (2-13 -S16018) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
27/04/25	27/04/25 21:33	27/04/25 23:12	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4415053	27/04/25 22:58		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
9911509845, 9911509845	3.4 Hours		(Hovendra Kumar) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival when I reached on site i am check lift 15 minutes no issue	No						
Lift No. All > 150 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1181598	13:00		(rahul) interconnection issue.	128 GR (2-13 -S16095) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
12/04/25	12/04/25 13:12	12/04/25 14:06	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4376296	12/04/25 13:51		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
6396631489, 6396631489	51.0 Minutes		(Sohan Veer Singh) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Running on arrival No fault found	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1187159	18:25		(Surendra Kumar) Jerking issue	150 GR (2-13 -S16125) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
29/04/25	29/04/25 19:24	29/04/25 19:44	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4421036	29/04/25 19:25		(K2) Communication Fault (A1) Adjusted / Repaired								
7710040801		1.0 Hour	(Raja .) SX : K2 : A1 Shaft - Other Communication Fault Lift was not working Error- N/A Action- fsr switch adjust now lift working condition ok	No							
Lift No. All > 151 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
1187047	13:02		(App) 4T lift 151 floor level out on the Ground floor. Door not opened properly.	151 GR (2-13 -S16126) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
29/04/25	29/04/25 13:23	29/04/25 14:43	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4419406	29/04/25 13:23		(K2) Communication Fault (AX) Action - Other								
8447091893		21.0 Minutes	(Raja .) SX : K2 : AX Shaft - Other Communication Fault Lift was working Ground floor level out and door open close problem lift under shutdown need to check required	No							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP	SWP	A/H	NOF	REC	
					MAX	SWPOA	CHG	CC	REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME	RESPONSE	(TECHNICIAN)	IS	LIFTUSA					
	STOPPED	TIME	ACTION	MATERIA	GE					
				L USED						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 152 GR					STP	SWP	A/H	NOF	REC	
					MAX	SWPOA	CHG	CC	REJ	
1181533	10:40		(Mob app) 4U lift 152 , 152 GR Cardoor problem, (2-13 automatically hold. -S16127) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
12/04/25	12/04/25 11:23	12/04/25 13:23	(D5) Door Operator - Motor / Gear Box / Belt / Chain / Static Drive		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4376110	12/04/25 11:23		(K2) Communication Fault (A6) Replaced Component							
8447091893, 8920799565	2.7 Hours	43.0 Minutes	(Hovendra Kumar) Yes D5 : K2 : A6 Door Operator - Motor / Gear Box / Belt / Chain / Static Drive Communication Fault Lift was working but some time door Stop for level now new dol dcl switch replace now elevator working ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1182260	17:30		(mobile app) 4U-603 Created By Capt Anil Kumar Sharma (O) xxxxxxxxxxxxiffmail. com 94xxxxxx27 Ticket Details ID: 169035 Created Date: 14-04-25, 10:43 AM Subject Edit Urgent Lift 152 Today at 0813 hrs while going up from Ground floor stopped midway to first floor. Thereafter came to ground floor and restarted its journey upwards from ground floor. This has been happening quite often and defect has not got rectified even after repairs. Request rectify at the earliest	152 GR (2-13 -S16127) - Elevator> MR>Gear ed			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
14/04/25	14/04/25 17:39	14/04/25 20:17	(D6) Door Panel								
INDIA4381116	14/04/25 19:13		(KN) Out of Adjustment / Alignment (A1) Adjusted / Repaired								
8447091893		1.7 Hours	(Raja .) D6 : KN : A1 Door Panel Out of Adjustment / Alignment Lift was not working Error- N/A Problem- car door Action- car door adjust and car door Scket adjust now lift working condition ok	No							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP	SWP	A/H	NOF	REC	
					MAX	SWPOA	CHG	CC	REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE							
			(NO.) FAULT ACTION							
CONTACT	TIME	RESPONSE	(TECHNICIAN)	IS	LIFTUSA					
	STOPPED	TIME	ACTION	MATERIA	GE					
				L USED						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1182766	10:09		(Mobile app) 4U lift 152 not working	152 GR (2-13 -S16127) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
16/04/25	16/04/25 10:22	16/04/25 10:23	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4383950	16/04/25 10:22		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893	14.0 Minutes	13.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 11th floor landing door contact problem door contact clean elevator working							
1185801	14:25		(Ravi karan) Lift not working stuck on 11th floor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
25/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
								Cust omer canc el call		
8273797380, 0 8920799565			(Sohan Veer Singh) : No :							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 153 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181560	11:22		(amit) er error	153 GR (2-13 -S16128) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12/04/25	12/04/25 12:27	12/04/25 14:31	(DG) Switch/Microswitch/P roximity/Limit Switch/Bi-stable			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4376408	12/04/25 13:23		(K7) Component or Connection - Loose (A1) Adjusted / Repaired							
8178744489, 8920799565		2.0 Hours	(Hovendra Kumar) DG : K7 : A1 Switch/Microswitch/P roximity/Limit Switch/Bi-stable Component or Connection - Loose Lift was working Fault. Some time door not open Action. Red switch wairing reconnect and up dn final slowing switch clean now elevator working ok	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1185794	14:07		(Ravi) lift not working	152 GR (2-13 -S16127) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
25/04/25	25/04/25 14:15	25/04/25 14:33	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4409311	25/04/25 14:16		(K2) Communication Fault (AX) Action - Other						
8273797380, 8273797380	26.0 Minutes	9.0 Minutes	(Sohan Veer Singh) EX : K2 : AX Lift Car - Other Communication Fault Lift shutdown problem not solved I am working here	No					
1186630	10:38		(ramdev) lift is not working	153 GR (2-13 -S16128) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28/04/25	28/04/25 11:44	28/04/25 12:42	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4415824	28/04/25 11:46		(K2) Communication Fault (A1) Adjusted / Repaired						
9651880581, 9651880581		1.1 Hours	(Raja .) DX : K2 : A1 Door - Other Communication Fault Lift was not working Error- 32 Action- car door contact adjust now lift working condition ok	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 158 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181748	08:08		(Navjot) Panel button not work	144 GR (2-13 -S16119) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13/04/25	13/04/25 09:13	13/04/25 10:52	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4378086	13/04/25 10:48		(K4) Component Damaged / Broken / Stripped (A5) No Action Taken / No Access Possible, Customer To Be Notified							
9968656672, 9968656672		2.7 Hours	(Aasif ., Rajkumar Singh) E1 : K4 : A5 C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Component Damaged / Broken / Stripped	No						
			Lift working but 10th floor cop button Cover not available Action:- 10th floor cop new required lift working condition ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 16 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1178327	13:32		(Mobile App) 1F lift 16. 16 GR Lift 16 doors (2-13 jutter/vibrate while -S16019) - opening and closing. Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
02/04/25	02/04/25 14:12	02/04/25 14:14	(DB) Hanger Assembly -Roller/Upthrust/Track /Bracket/Header	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4351473 02/04/25 14:12			(K4) Component Damaged / Broken / Stripped (A6) Replaced Component							
8447091893, 8447091893		40.0 Minutes	(Aasif .) DB : K4 : A6 Yes Hanger Assembly -Roller/Upthrust/Track /Bracket/Header Component Damaged / Broken / Stripped Car door running time vibration, now car door rollar changed and door is open and close working fine							
Lift No. All > 160 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	

1179839	09:47	(App) 4Y lift 160, 161 Lifts/Lift Functioning including Fans lights and all its issues • 4Y-501 IN PROGRESS 11:05 AM · Request ID 167615 Lift Nos 160 and 161 (4Y)do not have the number of the lifts nor numbers of the service providers, it should have both and also dos and don'ts One of the lift doors also does not shut in one go, it opens and then once close button is pressed second time it closes add_commentRaised by Brig Gautam Oberoi · Unit Level	160 GR (2-13 -S16135) - Elevator> MR>Gearl ess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
07/04/25	07/04/25 10:05	07/04/25 11:41 (D2) Door Controller - PCB / Processor/Door encoder		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4362186	07/04/25 10:56	(K2) Communication Fault (A1) Adjusted / Repaired						
8447091893	1.2 Hours	(Aasif ., Sohan Veer Singh) D2 : K2 : A1 Door Controller - PCB / Processor/Door encoder Communication Fault Block 4y161, Check lift condition Door not closed one time and DOB problem on Sensor was dusty Now Door v3f Parameter adjust and Sensor clean now lift working condition ok Note:- Ther is no any sticker of DO& Don't plate required, In lift no 160& 161, Safty warning plate missing Required DCB button is wrong required, 4y, L.no. 160 Check lift condition no any Door escape lift working ok condition.	No					

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP	SWP	A/H	NOF	REC
					MAX	SWPOA	CHG	CC	REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE						
			(NO.) FAULT ACTION						
CONTACT	TIME	RESPONSE	(TECHNICIAN)	IS	LIFTUSA				
	STOPPED	TIME	ACTION	MATERIA	GE				
				L USED					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1186905	09:14		(App) 4Y lift 160 not working.	160 GR (2-13 -S16135) - Elevator> MR>Gearless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29/04/25	29/04/25 10:14	29/04/25 12:19	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4418694	29/04/25 10:33		(K2) Communication Fault (A1) Adjusted / Repaired						
8447091893		1.3 Hours	(Rajkumar Singh) DX No : K2 : A1 Door - Other Communication Fault Lift was not working Error- N/A Action- 5th floor landing door adjust now lift working condition ok						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 162 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181580	12:29		(rahul) door issue	162 GR (2-13 -S15975) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12/04/25	12/04/25 13:03	12/04/25 13:49	(DX) Door - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4376225	12/04/25 13:03		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
9675289535, 9675289535		34.0 Minutes	(Sohan Veer Singh) DX : KZ : AX Door - Other Running at Arrival and No Fault Found Running time door sound Door roller to be replace	Yes						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 17 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178331	13:36		(mobile app) 1F lift 17. 17 GR Leveling problem on (2-13 the Ground floor. -S16020) - Elevator> MR>Gear ed			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
02/04/25	02/04/25 14:12	02/04/25 14:42 (EX)	Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4351610	02/04/25 14:15		(KZ) Running at Arrival and No Fault Found (AA) Tested Operation / No Fault Found							
8447091893, 8920799565	39.0 Minutes		(Aasif .) EX : KZ : AA No Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival, and we are checked many time of ground floor leveling but no issue found and lift is working fine							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1179286	11:24		(Mobile App) 1F lift 17 some one stuck.	17 GR (2-13 -S16020) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
05/04/25	05/04/25 11:40	05/04/25 12:53	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4359265	05/04/25 11:48		(KB) Component Worn (AX) Action - Other							
8447091893, 8447091893		24.0 Minutes	(Rajkumar Singh) : KB : AX Lift Car - Other Component Worn Lift working but running times jurk from 7th to 8th floor, Need to be check properly. Lift under follow up fir checking	EX No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1183784	12:27		(Mobile app) 1F lift 17 Someone stuck inside (2-13 the lift. Rescue completed within 10 minutes.	17 GR -S16020) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
19/04/25	19/04/25 12:55	19/04/25 15:13	(PX) Drive - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4393745	19/04/25 12:56		(KA) Component Tripped (A7) Reset and Tested								
8447091893, 8447091893	2.8 Hours	29.0 Minutes	(Sohan Veer Singh) PX : KA : A7 Drive - Other Component Tripped Drive trip Error oc2 Mc mc1 contactor all wire reconnect and no point check Some time lift stop without lavel Reed switch wire check and re contact	No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1185653	09:14		(Mobile app) 1F lift 17 floors level out.	17 GR (2-13 -S16020) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25/04/25	25/04/25 09:33	25/04/25 10:53	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4408358	25/04/25 10:20		(K2) Communication Fault (AX) Action - Other						
8447091893, 8447091893		1.1 Hours	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator not working stop at ground floor level out hwc pcb problem pcb replace elevator working						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 18 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
1180702	17:57		(Samar) lift not working.	18 GR (2-13 -S16021) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
09/04/25	09/04/25 18:25	09/04/25 19:19	(D5) Door Operator - Motor / Gear Box / Belt / Chain / Static Drive		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4369502	09/04/25 18:29		(K9) Component Stretched (AX) Action - Other							
8826682291, 8826682291	1.4 Hours	32.0 Minutes	(Rajkumar Singh) : K9 : AX Door Operator - Motor / Gear Box / Belt / Chain / Static Drive Component Stretched Lift was not working Fault. Car door not open close Action. Door v3f wiring check and new Door v3f fixed but some problem need to be technical support lift under shutdown	D5 Yes						
1180878	11:11		(md gupta) lift not working		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
							Cust omer canc el call			
9849252790, 0 9849252790			(Saurabh Kumar) : : No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 19 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1184912	21:20		(Mukesh chopada) Mantrap rescued and not working	19 GR (2-13 -S16022) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22/04/25	22/04/25 21:45	22/04/25 21:52	(D1) Door Brake			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4401862	22/04/25 21:45		(KE) High / Low Resistance (A4) Cleaned							
9870405267, 9870405267	32.0 Minutes	25.0 Minutes	(Hovendra Kumar) D1 : KE : A4 Door Brake High / Low Resistance Lift was stop at 5th floor 300 mm dn rescue done on minutes by hovendra now lift check door waiting error 4th floor get lock clean now elevators working condition	No						
Lift No. All > 2 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1185194	16:44		(Navin) 9871537634 light not working.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
23/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Cust omer canc el call	
9871537634, 0 8920799565			(Saurabh Kumar) : : No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 20 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180277	11:43		(Mobile App) 1G lift 22,23 not working.	20 GR (2-13 -S16023) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
08/04/25	08/04/25 11:53	08/04/25 14:24	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4365403	08/04/25 13:10		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893	2.7 Hours	1.5 Hours	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 3rd floor g2 wire change wire change elevator working ok							
Lift No. All > 22 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178425	18:59		(Vishakha) Mantrap			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
02/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Cust omer canc el call	
9116159503, 0 9116159503			(Sohan Veer Singh) : No :							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1179419	17:17		(Vinay Goel) lift not working.	22 GR (2-13 -S16025) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
05/04/25	05/04/25 19:46	05/04/25 19:59	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4360744	05/04/25 19:55		(K4) Component Damaged / Broken / Stripped (A9) Switched Off for Repairs								
9910040714, 9910040714	2.7 Hours	2.6 Hours	(Aasif .) EX : K4 : A9 Lift Car - Other Component Damaged / Broken / Stripped Lift is already not working, shut dueto traveling cable work in progress.	Yes							
1183867	16:59		(Vivek) Jerk		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
19/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
							Cust omer canc el call				
9335599749, 9335599749	0		(Raja .) : :	No							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1185570	20:44		(Digambar) Lift not working and jerking.	22 GR (2-13 -S16025) - Elevator>MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24/04/25	24/04/25 20:51	24/04/25 21:17	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4407984	24/04/25 20:53		(K2) Communication Fault (AX) Action - Other						
9625411247, 9625411247	33.0 Minutes	9.0 Minutes	(Saurabh Kumar) EX No : K2 : AX Lift Car - Other Communication Fault Lift Sometime not moving, some communication problem so need to be check and we are working here, so lift is shutdown for fault checking, lift operational after sometime						

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 23 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179521	08:33		(Vivek) Lift not working	23 GR (2-13 -S16026) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
06/04/25	06/04/25 08:51	06/04/25 09:07	(SB) Overtravel Protection-Limit or Tappet Switches			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4360939	06/04/25 08:51		(K2) Communication Fault (A1) Adjusted / Repaired							
9335599749, 9335599749	34.0 Minutes	18.0 Minutes	(Raja .) SB : K2 : A1 Overtravel Protection-Limit or Tappet Switches Communication Fault Lift was not working Error- N/A Action- limit switch problem limit switch adjust now lift working condition ok			No				

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 24 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1185844	16:23		(Mahesh Kumar) Not working	24 GR (2-13 -S16027) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
25/04/25	25/04/25 16:27	25/04/25 17:20	(DB) Hanger Assembly -Roller/Upthrust/Track /Bracket/Header			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4410053	25/04/25 16:28		(KY) Vandalism or Misuse Causing Damage (AX) Action - Other							
8273323609, 8273323609	57.0 Minutes	5.0 Minutes	(Raja .) DB : KY : AX Hanger Assembly -Roller/Upthrust/Track /Bracket/Header Vandalism or Misuse Causing Damage Customer miss used of lift so 6th floor landing door out of track amd door rollar found damage, now new rollar change and door alignment done and lift is working now	Yes						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 25 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181824	11:01		(Sudhir kumar) Stuck issue	26 GR (2-13 -S15976) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13/04/25	13/04/25 11:32	13/04/25 11:49	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4378151	13/04/25 11:34		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
9871248370, 8920799565		33.0 Minutes	(Saurabh Kumar) EX No : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival, we are checked lift with running but no issue found, lift is working smoothly, no action taken							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 26 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181371	18:13		(Veer Yadav) lift not working properly.	35 GR (2-13 -S16036) - Elevator>MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11/04/25	11/04/25 18:27	11/04/25 19:51	(WX) No Fault Found			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4375046 11/04/25 18:27			(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
9871248370, 9871248370	1.6 Hours	14.0 Minutes	(Hovendra Kumar) No WX : KZ : AX No Fault Found Running at Arrival and No Fault Found Lift running on arrival no Fault customer complain I am going to 6th floor to g floor lift Stop 4and 2ind floor lift Stop at level i am check lift not stop lift working good condition							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 28 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178633	12:33		(himanshu) not working	28 GR (2-13 -S16030) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
03/04/25	03/04/25 12:53	03/04/25 13:42	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4354087	03/04/25 12:54		(K2) Communication Fault (AX) Action - Other							
9627648962, 9627648962	1.2 Hours	21.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 8th floor door not close door drive problem door drive need to be replace elevator shutdown							
1186508	22:20		(Mobile App) 1K lift 28 not working	28 GR (2-13 -S16030) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
27/04/25	27/04/25 22:31	28/04/25 03:19	(D1) Door Brake			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4415065	28/04/25 02:13		(K2) Communication Fault (A1) Adjusted / Repaired							
8447091893, 8447091893	5.0 Hours	3.9 Hours	(Hovendra Kumar) No D1 : K2 : A1 Door Brake Communication Fault 3floor leanding door spring damage spring repair now elevator working ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 29 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1179567	10:44		(Mahipal singh) lift not working (2-13 -S15977) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
06/04/25	06/04/25 10:54	06/04/25 11:40	(SX) Shaft - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4361058	06/04/25 11:30		(K2) Communication Fault (A1) Adjusted / Repaired							
7455974339, 7455974339	56.0 Minutes	46.0 Minutes	(Raja .) SX : K2 : A1 No Shaft - Other Communication Fault Lift was not working Error- N/A Action- Ground floor landing door context adjust now lift working condition ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 31 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1182787	10:47		(Rajeev) Lift not working door issue lift got stuck with passenger twice from morning need to resolve this issue	31 GR (2-13 -S16032) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
16/04/25	16/04/25 11:26	16/04/25 11:56	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4384270	16/04/25 11:28		(K2) Communication Fault (AX) Action - Other							
8054693973, 8920799565	1.2 Hours	41.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 4th floor car door problem car door adjust elevator working ok fan working ok							
Lift No. All > 32 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1177915	10:27		(lilasingh) door issue .		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
01/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
								Cust omer canc el call		
7078939695, 0			(Rajkumar Singh) : : No							
7078939695										

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 34 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1183708	10:01		(Pramod Kumar) Light Not Working			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Customer cancelled call	
8954952422, 0			(Hovendra Kumar) : No							
8954952422			:							
Lift No. All > 35 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180259	11:05		(Pramod Kumar) Lift sound issue	35 GR (2-13 -S16036) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08/04/25	08/04/25 11:22	08/04/25 13:09	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4365109 08/04/25 11:54			(K2) Communication Fault (AX) Action - Other							
8954952422, 8954952422		49.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator running with problem 7th and 4th floor sket roller adjust noise removed							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1182068	08:53		(Pramod Kumar) Lift not working	35 GR (2-13 -S16036) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
14/04/25	14/04/25 08:56	14/04/25 10:04	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4378936	14/04/25 08:57		(K2) Communication Fault (AX) Action - Other								
8954952422, 8954952422	1.2 Hours	4.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at ground floor landing door lach problem lach adjust elevator working								
1183709	10:02		(Pramod Kumar) Fan not working		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
19/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
								Cust omer canc el call			
8954952422, 8954952422	0		(Hovendra Kumar) : No :								

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 36 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180299	12:39		(dharamsingh) not working properly			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Cust omer canc el call	
9971732781, 0 8920799565			(Aasif .) : :	No						
Lift No. All > 37 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1177973	12:12		(Samarth) not working 22 GR (2-13 -S16025) - Elevator> MR>Gear ed			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/04/25	01/04/25 17:23	01/04/25 18:21	(D9) Gate Switch			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4350096 01/04/25 18:18			(K2) Communication Fault (A1) Adjusted / Repaired							
8826682291, 8826682291		6.1 Hours	(Rajkumar Singh) D9 No : K2 : A1 Gate Switch Communication Fault Lifts was not working problem 7th floor landing door adjust male contect new replace elevator working now ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1185381	11:04		(Yogesh Sharma) Door issue	37 GR (2-13 -S15979) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
24/04/25	24/04/25 11:47	24/04/25 13:05	(C4) Controller Wiring			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4405832	24/04/25 12:22		(K2) Communication Fault (AX) Action - Other							
9891625814, 9891625814	1.3 Hours		(Raja .) C4 : K2 : AX Controller Wiring Communication Fault Lift was not working Error- N/A Action- Read switch dIR wiring change now lift working condition ok		No					
Lift No. All > 38 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1185715	11:02		(Yogesh Sharma) Lift not working	38 GR (2-13 -S15980) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25/04/25	25/04/25 11:10	25/04/25 11:57	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4408624	25/04/25 11:10		(K2) Communication Fault (AX) Action - Other							
9891625814, 9891625814	55.0 Minutes	8.0 Minutes	(Sanjay Verma) SX : K2 : AX Shaft - Other Communication Fault Elevator running on arrival fault not found		No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1185723	11:18		(pawan) not wokring .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
25/04/25	25/04/25 11:27			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
								Branch cancel el call			
9650713646, 0			(Sanjay Verma) : : No								
9650713646											
Lift No. All > 39 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
1181477	08:53		(Rahul) Door issue & 39 GR Senser issue (2-13 -S15981) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
12/04/25	12/04/25 09:29	12/04/25 11:22	(D2) Door Controller - PCB / Processor/Door encoder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
INDIA4375617 12/04/25 11:08			(K7) Component or Connection - Loose (A1) Adjusted / Repaired								
9675289535, 9675289535		2.3 Hours	(Hovendra Kumar) No D2 : K7 : A1 Door Controller - PCB / Processor/Door encoder Component or Connection - Loose Lift was working but Door sensor was not working, car door sensor wiring check and wiring refix now lift working condition ok,								

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1181754	08:25		(Rahul) Door issue	39 GR (2-13 -S15981) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
13/04/25	13/04/25 09:13	13/04/25 11:11	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4378103	13/04/25 11:03		(K2) Communication Fault (A1) Adjusted / Repaired								
9675289535, 9675289535		2.6 Hours	(Aasif ., Rajkumar Singh) DX : K2 : A1 Door - Other Communication Fault Lift working but some time, Sensor was problem, Permanente DOB coming by Sensor now Sensor wiring check but Sensor Lift was not working, Problem:- 3rd floor landing door spring break Damaged, Action:- 3rd floor spring repair now lift working condition ok to be replace Lift under follow up.	No							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1182770	10:13		(Mobile app) 2D lift 39 39 GR not working (2-13 -S15981) - Elevator>MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
16/04/25	16/04/25 10:24	16/04/25 11:27	(SX) Shaft - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4384171	16/04/25 10:24		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893	1.2 Hours	11.0 Minutes	(Sanjay Verma) SX : Yes K2 : AX Shaft - Other Communication Fault Elevator not working car door not close door drive defective new door drive replace elevator working							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
Lift No. All > 4 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
1179685	16:05		(nonihal) door issue . 4 GR (2-13 -S16008) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
06/04/25	06/04/25 16:17	06/04/25 18:38	(DC) Hoistway Lock -Arms/Cams/Contacts /Lock Box/Lock Roller/Restrictor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
INDIA4361596	06/04/25 16:18		(K4) Component Damaged / Broken / Stripped (A6) Replaced Component								
7830955135, 7830955135	13.0 Minutes		(Aasif .) DC : K4 : A6 Yes Hoistway Lock -Arms/Cams/Contacts /Lock Box/Lock Roller/Restrictor Component Damaged / Broken / Stripped Lift was not working, car door out of tracks, and track rollers Damaged, now track rollers 4nos new replace lift working ok condition. Shutdown clear								

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 40 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1185748	11:56		(Mobile app) 2C lift 40 GR Counter weight sound (2-13 in running time.	-S15982) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25/04/25	25/04/25 12:16	25/04/25 12:59	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4408906	25/04/25 12:53		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893		57.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Cwt shoe adjust noise removed							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 41 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1180108	22:17		(Subhash) lift not working.stuck on ground floor.	41 GR (2-13 -S15983) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
07/04/25	08/04/25 00:29	08/04/25 00:53	(S6) Floor PCB			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4364495	08/04/25 00:36		(K7) Component or Connection - Loose (A1) Adjusted / Repaired							
9457731354, 9457731354	2.3 Hours		(Rajkumar Singh) S6 No : K7 : A1 Floor PCB Component or Connection - Loose Lift was working problem in opening Closig time door. Sound Action- now car door slippers new Replace and door v3f pramiter adjusted elevator working now ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1186712	13:17		(App) 2f lift 41 door not opened.	41 GR (2-13 -S15983) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
28/04/25	28/04/25 13:54	28/04/25 15:25	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4416638	28/04/25 14:36		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
8447091893		1.3 Hours	(Raja .) EX : KZ : AX No Lift Car - Other Running at Arrival and No Fault Found Lift was running on arrival no fault found check 30 minutes Running condition ok							
Lift No. All > 42 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1181452	07:34		(Rahul) lift not working 42 GR (2-13 -S15984) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
12/04/25	12/04/25 07:56	12/04/25 09:00	(D9) Gate Switch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4375284	12/04/25 07:59		(K5) Component Dirty (A4) Cleaned							
8285216555, 8285216555		25.0 Minutes	(Hovendra Kumar) No D9 : K5 : A4 Gate Switch Component Dirty Car get lock contact carbon coming get lock clean lift working now							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1186501	20:47		(Ram) Lift not working. 42 GR (2-13 -S15984) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27/04/25	27/04/25 21:33	28/04/25 02:13	(D4) Door Closer -Weight/Rope/Spirator /Spring/Arm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4415064	27/04/25 23:39		(K1) Burnt Out (A1) Adjusted / Repaired						
8285216555, 8285216555	5.4 Hours	2.9 Hours	(Hovendra Kumar) D4 : K1 : A1 Door Closer -Weight/Rope/Spirator /Spring/Arm Burnt Out Lift was working Fault. Some time level out Action. Cupler tuch with latch roller now roller center gep adjust lift working condition ok	No					
Lift No. All > 43 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178851	09:00		(lokesh) fan not working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
04/04/25				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
							Branch cancel call		
8006046839, 0 8006046839			(Sanjay Verma) : : No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1186874	08:10		(MANOJ) DOOR ISSUE	43 GR (2-13 -S15986) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
29/04/25	29/04/25 08:21	29/04/25 08:53	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4418234	29/04/25 08:24		(KZ) Running at Arrival and No Fault Found (AA) Tested Operation / No Fault Found						
8287612646		14.0 Minutes	(Rajkumar Singh) EX No : KZ : AA Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival and door open close smoothly no issues found in lift and door						

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 45 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181767	09:03		(rohit) lift got struck in 99 GR 4th floor (2-13 -S16075) - Elevator> MR>Gear ed			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13/04/25	13/04/25 09:14	13/04/25 10:48	(D4) Door Closer -Weight/Rope/Spirator /Spring/Arm			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4378081	13/04/25 09:15		(K4) Component Damaged / Broken / Stripped (A1) Adjusted / Repaired							
6280985652, 6280985652		12.0 Minutes	(Aasif ., Rajkumar Singh) D4 : K4 : A1 Door Closer -Weight/Rope/Spirator /Spring/Arm Component Damaged / Broken / Stripped Lift was not working, Problem:- 3rd floor landing door spring break Damaged, Action:- 3rd floor spring repair now lift working condition ok	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1183924	20:33		(ramavtar) not working 45 GR (2-13 -S15988) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
19/04/25	19/04/25 20:35	19/04/25 21:45	(CX) Controller-Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4395132	19/04/25 20:35		(K2) Communication Fault (AX) Action - Other						
8285216555		2.0 Minutes	(Raja .) CX : K2 : AX No Controller-Other Communication Fault Lift was not working Error- N/A Action- limit switch communication problem and controller wiring need to check required lift under shutdown						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1185954	01:26		(ram) indicator button 45 GR lissue ight not working (2-13 -S15988) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
26/04/25	26/04/25 01:34	26/04/25 01:59	(C8) Power Supply / Transformer / Rectifier	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
INDIA4410905	26/04/25 01:35		(KK) No Power / Phase Loss (AA) Tested Operation / No Fault Found								
8285216555, 8285216555		9.0 Minutes	(Raja .) C8 : KK : AA No Power Supply / Transformer / Rectifier No Power / Phase Loss Lift was working condition , power supply failure issue , check all basically points no problem found inform to tower guard lift is working condition ok check also power supply lift is working condition ok								

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1187476	20:38		(ramavtar) Lift not working	45 GR (2-13 -S15988) - Elevator> MR>Gear ed			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
30/04/25	30/04/25 20:46	30/04/25 20:57	(EX) Lift Car - Other				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4424370	30/04/25 20:54		(KZ) Running at Arrival and No Fault Found (AA) Tested Operation / No Fault Found							
8285216555		16.0 Minutes	(Sohan Veer Singh) EX : KZ : AA Lift Car - Other Running at Arrival and No Fault Found Lift is not working due to many time power failure, but when we are reached and found that lift os working fine ok after power supply is stable,	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
Lift No. All > 47 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1181962	17:51		(singh) lift not working	144 GR (2-13 -S16119) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
13/04/25	13/04/25 18:15	13/04/25 18:59	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4378683	13/04/25 18:37		(KZ) Running at Arrival and No Fault Found (AA) Tested Operation / No Fault Found								
9968656672, 9968656672		46.0 Minutes	(Saurabh Kumar) : KZ : AA Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival we are checked lift	EX No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 48 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1187117	16:02		(PRAMOD) Im-16036 and 16035 BOTH LIFTS ARE NOT WORKING	35 GR (2-13 -S16036) - Elevator>MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29/04/25	29/04/25 17:52	29/04/25 18:01	(D6) Door Panel			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4420647	29/04/25 17:57		(K2) Communication Fault (A1) Adjusted / Repaired							
8954952422, 8920799565		1.9 Hours	(Rajkumar Singh) D6 : K2 : A1 Door Panel Communication Fault Lift was not working error code N/A Reason of failure car door starks Corrective action-now car door track roller new replace elevator working now ok	Yes						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 5 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1186213	19:43		(Suhas Chand) Lift not working properly.	12 GR (2-13 -S16015) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
26/04/25	26/04/25 19:53	26/04/25 20:39 (C3)	Contactor/Relay/Timer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4413848	26/04/25 20:11		(K2) Communication Fault (A4) Cleaned							
9639569589, 9639569589	56.0 Minutes	28.0 Minutes	(Raja .) C3 : K2 : A4 No Contactor/Relay/Timer Communication Fault Lift was not working Error- N/A Action- main contactor no point problem no point clean now lift working condition ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 50 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1179040	15:36		(Mobile App) 1F lift 17 GR Jerking problem starts (2-13 and stops time. -S16020) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
04/04/25	04/04/25 17:00	04/04/25 18:24	(D6) Door Panel		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4358326	04/04/25 17:08		(K2) Communication Fault (A1) Adjusted / Repaired							
8447091893, 8447091893	1.5 Hours		(Rajkumar Singh) D6 No : K2 : A1 Door Panel Communication Fault Lift was not working problem 2st floor landing door spring repair elevator working now ok							
Lift No. All > 51 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1178573	10:24		(Jagat singh) lift not working 51 GR (2-13 -S16037) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
03/04/25	03/04/25 10:34	03/04/25 11:28	(CX) Controller-Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4353541	03/04/25 10:38		(K2) Communication Fault (AX) Action - Other							
9456238544, 9456238544	1.1 Hours	14.0 Minutes	(Sanjay Verma) CX : No K2 : AX Controller-Other Communication Fault Hwc pcb down command not giving hwc pcb reconnect elevator working ok							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT						
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1181954	17:07		(Jagat singh) Car light is not working	51 GR (2-13 -S16037) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13/04/25	13/04/25 18:57	13/04/25 19:03	(E8) Lighting / Ventilation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4378686	13/04/25 18:59		(K4) Component Damaged / Broken / Stripped (A1) Adjusted / Repaired						
9456238544, 9456238544		1.9 Hours	(Saurabh Kumar) E8 : K4 : A1 Lighting / Ventilation Component Damaged / Broken / Stripped 4core traveling cable wire puch so car light now glowing, now cable repaired done and car light is working fine	No					

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1187171	19:20		(Shrivastav) Lift not working	51 GR (2-13 -S16037) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
29/04/25	29/04/25 19:50	29/04/25 19:59	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4421054	29/04/25 19:50		(KZ) Running at Arrival and No Fault Found (AA) Tested Operation / No Fault Found						
9958968080		30.0 Minutes	(Raja .) EX : KZ : AA No Lift Car - Other Running at Arrival and No Fault Found Lift found in running condition when we are reached, and check lift 20 mint running but no fault found, lit working fine						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 52 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1179922	11:57		(singh) door issue. button not working.	52 GR (2-13 -S16038) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
07/04/25	07/04/25 12:17	07/04/25 14:55	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4362968	07/04/25 13:46		(K2) Communication Fault (A7) Reset and Tested							
9456238544, 9456238544	1.8 Hours		(Sohan Veer Singh) E1 : K2 : A7 C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Communication Fault 1st floor display problem Display wire reconnect Working now	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1182265	17:50		(Jagat singh) Not working	52 GR (2-13 -S16038) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
14/04/25	14/04/25 18:00	14/04/25 18:27	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4380938	14/04/25 18:07		(K2) Communication Fault (AX) Action - Other						
9456238544, 9456238544	37.0 Minutes	17.0 Minutes	(Raja .) SX : K2 : AX No Shaft - Other Communication Fault Lift was not working Error- N/A Action- car door sensor adjust now lift working condition ok						
1183094	10:23		(JAGATH) DOOR NOT WORKING	52 GR (2-13 -S16038) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17/04/25	17/04/25 10:38	17/04/25 12:05	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4387238	17/04/25 10:38		(K2) Communication Fault (AX) Action - Other						
9456238544, 8920799565		15.0 Minutes	(Sanjay Verma) SX : K2 : AX No Shaft - Other Communication Fault Elevator stop at 3rd floor close relay problem relay clean elevator working						

CALL	LOGGED	(CALLER) PROBLEM CUSTOM			ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 53 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179575	11:03		(Lokesh) lift not working			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
06/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
									Cust omer canc el call	
8006046839, 0			(Raja .) : :	No						
8006046839										
1185848	16:30		(Dharmendra kumar) 53 GR Not working (2-13 -S16039) - Elevator> MR>Gear ed			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
25/04/25	25/04/25 16:37	25/04/25 18:51	(C3) Contactor/Relay/Timer			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4410656 25/04/25 17:22			(K2) Communication Fault (A4) Cleaned							
9720672130, 2.4 Hours	52.0 Minutes	(Raja .) C3 : K2 : A4	No Contactor/Relay/Timer Communication Fault							
9720672130	Lift was not working Error-N/A Action- Brack contactor no point problem no point clean now lift working condition ok									

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 54 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1179123	19:44		(Kumar) Lift not working and error.	54 GR (2-13 -S16040) - Elevator>MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
04/04/25	04/04/25 21:46	04/04/25 21:50	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4358636	04/04/25 21:47		(K2) Communication Fault (AX) Action - Other							
9720672130, 9720672130	2.1 Hours	2.1 Hours	(Aasif .) DX : K2 : AX No Door - Other Communication Fault Communication Fault wiring check required lift under shutdown							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1180321	13:54		(dharmendra) door issue	54 GR (2-13 -S16040) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
08/04/25	08/04/25 14:12	08/04/25 16:18 (C3)	Contactor/Relay/Timer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4365886	08/04/25 14:12		(K4) Component Damaged / Broken / Stripped (A9) Switched Off for Repairs						
9720672130, 8920799565		18.0 Minutes	(Aasif .) C3 : K4 : A9 No Contactor/Relay/Timer Component Damaged / Broken / Stripped Lift was not working, Error 29, 23 and break not open, bk contactor no , nc point problem contactor need to be replaced contactor required, lift under shutdown for repair						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1181697	19:33		(Dharmendra) Not working	54 GR (2-13 -S16040) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
12/04/25	12/04/25 20:11	12/04/25 21:24 (C3)	Contactor/Relay/Timer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4377898	12/04/25 20:17		(K2) Communication Fault (AX) Action - Other						
9720672130, 9720672130	1.9 Hours	44.0 Minutes	(Raja .) C3 : K2 : AX No Contactor/Relay/Timer Communication Fault Lift was not working Error- H29 Bk contactor communication problem						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
Lift No. All > 55 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1178427	19:06		(Ramesh) Stuck issue	157 GR		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
				(2-13 -S16132) - Elevator> MR>Gear ed							
02/04/25	02/04/25 19:40	02/04/25 20:20	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4353037 02/04/25 19:52			(KZ) Running at Arrival and No Fault Found (AA) Tested Operation / No Fault Found								
7409975120		46.0 Minutes	(Aasif ., Saurabh Kumar) EX : KZ : AA Lift Car - Other Running at Arrival and No Fault Found Lift check but no any problem found, working condition ok , checked all basically point			No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 57 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1186409	14:09		not working	57 GR (2-13 -S15996) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27/04/25	27/04/25 14:36	27/04/25 15:38	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4414559	27/04/25 14:37		(K2) Communication Fault (AX) Action - Other							
6396482052, 6396482052	28.0 Minutes		(Sanjay Verma) SX : Yes K2 : AX Shaft - Other Communication Fault Elevator stop at 3rd floor customer miss use car door out of track car door roller damage new car door roller changed Elevator working							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 58 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1185792	14:01		(bijender) lift is not working	58 GR (2-13 -S15997) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
25/04/25	25/04/25 14:16	25/04/25 14:43	(C4) Controller Wiring			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4409355	25/04/25 14:16		(K2) Communication Fault (AX) Action - Other							
7838072706, 7838072706		15.0 Minutes	(Rajkumar Singh) C4 No : K2 : AX Controller Wiring Communication Fault Lift was not working Error-N/A Action- car door adjust now lift working condition ok							

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 61 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1182936	17:47		(Priti) Not working	14 GR (2-13 -S16017) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16/04/25	16/04/25 17:51	16/04/25 18:00	(D4) Door Closer -Weight/Rope/Spirator /Spring/Arm			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4386118	16/04/25 17:51		(K2) Communication Fault (A1) Adjusted / Repaired							
9911509845, 9911509845	13.0 Minutes	4.0 Minutes	(Raja .) D4 : K2 : A1 Door Closer -Weight/Rope/Spirator /Spring/Arm Communication Fault Lift was not working Error- N/A Action- Ground floor landing door spring repair now lift working condition ok	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1185817	15:10		(Mobile app) 2V lift 61 not working.	61 GR (2-13 -S16000) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
25/04/25	25/04/25 15:26	25/04/25 15:54	(EX) Lift Car - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4409662	25/04/25 15:26		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
8447091893, 8447091893	44.0 Minutes	16.0 Minutes	(Raja .) EX : KZ : AX No Lift Car - Other Running at Arrival and No Fault Found Lift running condition no fault found Check 30 minutes							
Lift No. All > 62 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179987	14:00		(Mobile App) 2W lift 62 not working	62 GR (2-13 -S16001) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
07/04/25	07/04/25 14:08	07/04/25 15:06	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4363031	07/04/25 14:10		(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893	1.1 Hours	10.0 Minutes	(Sanjay Verma) SX : K2 : AX Shaft - Other Communication Fault Elevator running on arrival							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 63 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178576	10:25		(Sanjay) door issue	63 GR (2-13 -S16041) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03/04/25	03/04/25 10:34	03/04/25 11:33	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4353561	03/04/25 11:28		(K2) Communication Fault (AX) Action - Other							
8920242931, 8920242931	1.1 Hours		(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Car door sensor some time problem elevator need to be check and foult clear							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1179663	14:51		(sanjay) 2nd floor lift got struck	63 GR (2-13 -S16041) - Elevator> MR>Gear ed					
06/04/25	06/04/25 15:18	06/04/25 16:06	(SJ) Traveling Cable -Wiring/Hitches/Termi nal Connections						
INDIA4361378	06/04/25 15:57		(K4) Component Damaged / Broken / Stripped (A9) Switched Off for Repairs						
8920242931, 8920242931	1.1 Hours		(Aasif .) SJ : K4 : A9 Traveling Cable -Wiring/Hitches/Termi nal Connections Component Damaged / Broken / Stripped Lift was not working cop call nit accept, and high voltage traveling cable damaged, need to be check lift under shutdown for checking	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1184746	12:29		(Sanjay) Display problem	63 GR (2-13 -S16041) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
22/04/25	22/04/25 12:33	22/04/25 13:18	(S8) Landing Arrival & Position -Fixture/Display/Gong /Indication/PCB		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4399848	22/04/25 12:49		(K2) Communication Fault (A1) Adjusted / Repaired						
8920242931, 8920242931	20.0 Minutes		(Pushpender Singh, Saurabh Kumar) S8 : K2 : A1 Landing Arrival & Position -Fixture/Display/Gong /Indication/PCB Communication Fault 7th floor display digit cut, display wiring reconnect and display reconnect, now display is working fine and display digit show properly (asif)	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1187090	14:44		(sanjay) LM-16041-COP BUTTON NOT WORKING	63 GR (2-13 -S16041) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
29/04/25	29/04/25 14:53	29/04/25 16:52	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4420117	29/04/25 16:05		(KZ) Running at Arrival and No Fault Found (AX) Action - Other								
8920242931, 8920799565	1.4 Hours		(Raja .) EX : KZ : AX No Lift Car - Other Running at Arrival and No Fault Found Lift running on arrival no fault found button working condition ok								
1187299	10:28		(SANJAY) DISPLAY NOT WORKING ON 7TH FLOOR	63 GR (2-13 -S16041) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
30/04/25	30/04/25 10:47	30/04/25 11:34	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4421727	30/04/25 11:32		(K2) Communication Fault (AX) Action - Other								
8920242931, 8920799565	1.1 Hours		(Raja .) SX : K2 : AX No Shaft - Other Communication Fault Lift was not working Error- N/A Action- controller wiring need to check required								

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 64 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1186670	11:47		(Sanjay) Lift not working	64 GR (2-13 -S16042) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28/04/25	28/04/25 12:09	28/04/25 13:47	(DX) Door - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4416154	28/04/25 13:09		(K2) Communication Fault (A1) Adjusted / Repaired						
8920242931	1.4 Hours		(Raja .) DX : K2 : A1 No Door - Other Communication Fault Lift was not working Error- N/A Action- car door Scket adjust but landing door roller tuch to car sil lift under shutdown						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 67 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1178332	13:40		(Mobile App) GVI CLUB 162 LIFT VIBRATION IN RUNNING TIME.	162 GR (2-13 -S15975) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
02/04/25	02/04/25 14:12	02/04/25 15:11 (EX)	Lift Car - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4351745	02/04/25 14:43		(KZ) Running at Arrival and No Fault Found (AA) Tested Operation / No Fault Found						
8447091893, 8447091893	1.1 Hours		(Aasif ., Saurabh Kumar) EX : KZ : AA Lift Car - Other Running at Arrival and No Fault Found Customer complain is running time vibration, but we are checked lift running many times with preset guard but no vibration coming in lift while running time, lift is running smoothly	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1179080	17:10		(Jayprakash) Stuck at 110. GR 3rd floor (2-13 -S16085) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
04/04/25	04/04/25 17:38	04/04/25 18:46	(C4) Controller Wiring		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4358410	04/04/25 17:40		(KA) Component Tripped (A9) Switched Off for Repairs							
9719462451, 9719462451	1.6 Hours	30.0 Minutes	(Aasif ., Hovendra Kumar) C4 : KA : A9 Controller Wiring Component Tripped Lift was not working due to Controller safe mcb tripping, Now wiring check but problem now work in under progress..	No						
Lift No. All > 69 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1181360	17:35		(Vikram) lift not working. and door issue.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/04/25					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
								Cust omer canc el call		
8375923674, 8375923674	0		(Hovendra Kumar) : No :							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1183383	08:48		(vikram singh) lift door 69 GR is not closing properly (2-13 -S16047) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
18/04/25	18/04/25 08:53	18/04/25 10:28	(SX) Shaft - Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4389795	18/04/25 08:53		(K2) Communication Fault (AX) Action - Other						
8375923674, 8375923674		5.0 Minutes	(Naresh Kumar, Sanjay Verma) SX : K2 : AX Shaft - Other Communication Fault Elevator not working stop at ground floor landing door safety not coming and door drive problem door drive need to be replace elevator shutdown	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOM ER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 71 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1187417	16:26		(Kapil kumar) lift getting stuck at 1st floor frequently	71 GR (2-13 -S16049) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
30/04/25	30/04/25 16:54	30/04/25 18:03 (D6)	Door Panel			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4423917	30/04/25 16:54		(K2) Communication Fault (A1) Adjusted / Repaired							
8860346827, 8860346827		28.0 Minutes	(Rajkumar Singh) D6 No : K2 : A1 Door Panel Communication Fault Lift is working now but 1st floor landing lop waring reconnect elevator working now ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 72 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1178097	19:28		(Mitesh Singh) Door is 72 GR not opening at 6th floor	(2-13 -S16050) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
01/04/25	01/04/25 20:35	01/04/25 20:47	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4350299	01/04/25 20:36		(K2) Communication Fault (AX) Action - Other							
9899794790, 9899794790	1.1 Hours		(Hovendra Kumar) DX : K2 : AX Door - Other Communication Fault Lift running on arrival in time on testing customer was log complain by mistake i an talk to customer	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT		STP	SWP	A/H	NOF	REC	
					MAX	SWPOA	CHG	CC	REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE							
			(NO.) FAULT ACTION							
CONTACT	TIME	RESPONSE	(TECHNICIAN)	IS	LIFTUSA					
	STOPPED	TIME	ACTION	MATERIA	GE					
				L USED						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1185164	15:14		(Kapil Kumar) Both lift 72 GR moving on same time (2-13 -S16050) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
23/04/25	23/04/25 15:31	23/04/25 16:10	(CX) Controller-Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4403647	23/04/25 15:44		(KV) Software Fault / PCB Lock Up (AX) Action - Other							
8860346827, 8920799565		30.0 Minutes	(Pushpender Singh, Saurabh Kumar) CX : KV : AX Controller-Other Software Fault / PCB Lock Up Both lift is working but duplex system is not working, so we need programming Eprom and duplex wiring need to be check,	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 73 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1179738	20:08		(Verma) 9999027690 73 GR S16052 also not working (2-13 -S16051) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
06/04/25	06/04/25 20:19	06/04/25 21:23	(D5) Door Operator - Motor / Gear Box / Belt / Chain / Static Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4361687	06/04/25 20:19		(K2) Communication Fault (A9) Switched Off for Repairs							
9999027690, 9999027690	1.3 Hours	11.0 Minutes	(Hovendra Kumar) No D5 : K2 : A9 Door Operator - Motor / Gear Box / Belt / Chain / Static Drive Communication Fault Check the lift condition door not open need to be check properly elevator is shutdown for checking							
Lift No. All > 77 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1179537	09:38		(Chaman) Lift Fan issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
06/04/25				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
								Cust omer canc el call		
9675707008, 9675707008	0		(Raja .) : :	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1183063	09:20		(Chaman Prakash) Lift not working	77 GR (2-13 -S16055) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
17/04/25	17/04/25 09:40	17/04/25 10:38	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4386864	17/04/25 09:41		(K2) Communication Fault (AX) Action - Other							
9675707008, 9675707008	1.3 Hours	21.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at ground floor 4th floor landing door lach problem lach adjust elevator working							
Lift No. All > 78 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1180227	10:23		(customer) door issue 78 GR (2-13 -S16056) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
08/04/25	08/04/25 10:26	08/04/25 11:54	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4364853	08/04/25 10:56		(K2) Communication Fault (AX) Action - Other							
9675707008, 9675707008		33.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Car door open close time noise car door adjust noise removed							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 8 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1185648	09:07		(MOBILE APP) 1B lift 8 GR 8 not working condition	(2-13 -S16012) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
25/04/25	25/04/25 09:18	25/04/25 10:19	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4408256	25/04/25 09:18		(K2) Communication Fault (AX) Action - Other							
8920799565		11.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at ground floor error 10 show main contactor no point problem main contactor clean elevator working							
1187177	19:55		(Manoj) 2nd floor stopped	8 GR (2-13 -S16012) - Elevator>MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
29/04/25	29/04/25 19:56	29/04/25 20:52	(DX) Door - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4421105	29/04/25 20:08		(K2) Communication Fault (A1) Adjusted / Repaired							
9058357270, 9058357270	57.0 Minutes	13.0 Minutes	(Raja .) DX : K2 : A1 No Door - Other Communication Fault Lift ws not working Error- N/A Action- 2floor landing door adjust now lift working condition ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 80 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1181712	20:40		(Pankaj) Alarm not working	79 GR (2-13 -S16057) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12/04/25	12/04/25 21:25	12/04/25 21:53	(S6) Floor PCB			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4377924	12/04/25 21:25		(K2) Communication Fault (A1) Adjusted / Repaired							
9654589522	45.0 Minutes		(Raja .) S6 : K2 : A1 Floor PCB Communication Fault Lift was working condition 2floor lop not working 2floor landing display rewiring now button working condition ok	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1184583	08:19		(Trivedi) Lift not working	80 GR (2-13 -S16058) - Elevator>MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
22/04/25	22/04/25 08:35	22/04/25 09:50	(D6) Door Panel		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4399350	22/04/25 09:13		(K7) Component or Connection - Loose (A1) Adjusted / Repaired						
9968212139, 9968212139	1.5 Hours	54.0 Minutes	(Aasif ., Raja .) D6 : K7 : A1 Door Panel Component or Connection - Loose Lift was working but Some time ground floor Landing door not closed and Landing latch not fix properly Action Ground floor landing door latch repair and door adjusted now lift working condition and shutdown clear	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 83 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1177882	09:44		(SARVESH) LIFT NOT WORKING	95 GR (2-13 -S16072) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
01/04/25	01/04/25 09:49	01/04/25 11:02	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4348166	01/04/25 10:21		(K2) Communication Fault (AX) Action - Other							
6306276675, 8920799565		37.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator stop at 5th floor permanent Ground show set switch problem set switch clean elevator working ok							
1179263	10:35		(rohit) not working	83 GR (2-13 -S16061) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
05/04/25	05/04/25 10:38	05/04/25 11:40	(ZX) No Fault Found			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4359049	05/04/25 10:58		(K2) Communication Fault (AA) Tested Operation / No Fault Found							
9536160214, 8920799565		23.0 Minutes	(Rajkumar Singh) ZX : No : K2 : AA No Fault Found Communication Fault Lift was working condition running on arrival							

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
1184553	00:41		(Shukla) Lift not working	83 GR (2-13 -S16061) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
22/04/25	22/04/25 02:21	22/04/25 06:29 (PX)	Drive - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4399300	22/04/25 06:20		(K2) Communication Fault (A9) Switched Off for Repairs						
9319504219, 9319504219		5.7 Hours	(Hovendra Kumar) PX : K2 : A9 Drive - Other Communication Fault Lift was not working Fault. Error 101 coming Action. Lift running time inspection show now inspection switch nc point clean now elevator working fine	No					

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1184700	11:21		(Rohit Kumar) Stuck On 8th Floor Not Working	83 GR (2-13 -S16061) - Elevator>MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
22/04/25	22/04/25 12:23	22/04/25 13:08	(CX) Controller-Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4399800	22/04/25 13:02		(K2) Communication Fault (A9) Switched Off for Repairs								
9536160214, 9536160214	1.7 Hours		(Rajkumar Singh) CX No : K2 : A9 Controller-Other Communication Fault Lift was not working, fault unknown, And door was not closed at 8th floor need to be check properly so lift under shutdown for repair/ Check								

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 88 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1180736	20:12		(Arun) Button not working	88 GR (2-13 -S16066) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
09/04/25	09/04/25 20:27	09/04/25 20:49	(S6) Floor PCB		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4369608	09/04/25 20:29		(K4) Component Damaged / Broken / Stripped (A1) Adjusted / Repaired							
9319504219		17.0 Minutes	(Rajkumar Singh) S6 No : K4 : A1 Floor PCB Component Damaged / Broken / Stripped Lift was working Fault 4th floor cop button not working Corrective action-now button pcb damage other use pcb working now ok							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT									
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ			
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION								
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE						
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls											
1186346	11:11		(Mr. prakash) Lift not working stuck on third floor	77 GR (2-13 -S16055) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
27/04/25	27/04/25 11:41	27/04/25 12:28	(C3) Contactor/Relay/Timer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4414214	27/04/25 11:43		(K2) Communication Fault (AX) Action - Other								
9675707008, 8920799565		32.0 Minutes	(Raja .) C3 : K2 : AX No Contactor/Relay/Timer Communication Fault Lift was not working Error-N/A Action- mc1 contactor no point problem no point change now lift working condition ok								

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 89 GR				STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1185155	14:34		(Samart) Lift not working	89 GR (2-13 -S16067) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
23/04/25	23/04/25 14:39	23/04/25 15:44	(E1) C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4403528	23/04/25 14:40		(K2) Communication Fault (A1) Adjusted / Repaired						
8826682291, 8826682291	1.2 Hours	6.0 Minutes	(Pushpender Singh, Saurabh Kumar) E1 : K2 : A1 C.O.P.- Buttons/Keyswitches/ Indicators/Display/P CB Communication Fault	No					
Lift is working but car display not working due to display contactor loose, now connector fixed properly and disis working fine									

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 9 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179159	23:10		(BHARATH) LIFT NOT WORKING	9 GR (2-13 -S16013) - Elevator> MR>Gear ed		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
04/04/25	04/04/25 23:10	04/04/25 23:39	(DX) Door - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4358688	04/04/25 23:11		(K2) Communication Fault (A1) Adjusted / Repaired							
9719373323		1.0 Minute	(Raja .) DX : K2 : A1 Door - Other Communication Fault Lift was not working Error-31 Action- 2 floor landing door context adjust now lift working condition ok	No						
1180006	14:53		(Punit Sharma) 9205299071 lift not working.	9 GR (2-13 -S16013) - Elevator> MR>Gear ed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
07/04/25	07/04/25 15:06	07/04/25 16:16	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4363333	07/04/25 15:06		(K2) Communication Fault (AX) Action - Other							
9205299071, 8920799565	1.4 Hours	13.0 Minutes	(Sanjay Verma) SX : K2 : AX Shaft - Other Communication Fault Elevator running on arrival	No						

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1187326	11:17		(Dharmendar) Lift not working	9 GR (2-13 -S16013) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
30/04/25	30/04/25 11:35	30/04/25 13:10	(C4) Controller Wiring		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4422212	30/04/25 11:35		(K2) Communication Fault (AX) Action - Other							
9012096546, 9012096546	1.9 Hours	18.0 Minutes	(Raja .) C4 : K2 : AX Controller Wiring Communication Fault Lift was not working Error- N/A Action- problem not found need to check required	No						
Lift No. All > 91 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1178531	09:05		(Prabhu Raj) Fan Issue		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
03/04/25	03/04/25 09:41				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
							Cust omer canc el call			
8512053682, 8512053682	0		(Sanjay Verma) : :	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOMER UNIT							
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1186740	14:11		(Mobile app) 3J lift 91 Some one stuck inside the lift.	91 GR (2-13 -S16069) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
28/04/25	28/04/25 14:29	28/04/25 14:36	(EX) Lift Car - Other		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4416411	28/04/25 14:30	2025-04-28 14:21:00	(K2) Communication Fault (AX) Action - Other							
8447091893, 8447091893	25.0 Minutes	19.0 Minutes	(Raja .) EX : K2 : AX Lift Car - Other Communication Fault Swp passenger rescued done within 7 mint by our technician, now lift is shutdown for finding route cause,	No						
Lift No. All > 94 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ	
1187140	17:12		(Sarvesh Singh) Lift not working.	94 GR (2-13 -S16071) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
29/04/25	29/04/25 17:22	29/04/25 19:20	(D9) Gate Switch		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4420992	29/04/25 19:07		(K2) Communication Fault (A1) Adjusted / Repaired							
6306276675, 6306276675	2.1 Hours	1.9 Hours	(Raja .) D9 : K2 : A1 Gate Switch Communication Fault Lift was not working Error- N/A Action- car door adjust now lift working condition ok	No						

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT				
DATE	CONFIRM	OUT	(NO.) FAULT		STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION						
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE				
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls									
Lift No. All > 95 GR					STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1179010	14:13		(Mobile App) 3L lift 95 some one stuck.	95 GR (2-13 -S16072) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
04/04/25	04/04/25 14:25	04/04/25 14:29	(D4) Door Closer -Weight/Rope/Spirator /Spring/Arm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4357018	04/04/25 14:26		(KN) Out of Adjustment / Alignment (A1) Adjusted / Repaired						
8447091893, 8447091893	16.0 Minutes	13.0 Minutes	(Hovendra Kumar) D4 : KN : A1 Door Closer -Weight/Rope/Spirator /Spring/Arm Out of Adjustment / Alignment Latch roller tuch with cupler roller center lift working now	No					

CALL	LOGGED		(CALLER) PROBLEM CUSTOM		ER UNIT					
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1184713	11:35		(Rahul) lift not working 105 GR (2-13 -S16080) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
22/04/25	22/04/25 12:37	22/04/25 14:11	(D6) Door Panel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
INDIA4400086	22/04/25 13:09		(K2) Communication Fault (A9) Switched Off for Repairs							
9627702352, 9627702352	2.6 Hours	1.6 Hours	(Rajkumar Singh) D6 No : K2 : A9 Door Panel Communication Fault Lift was not working, stop at 5th floor Door was closed , check lift condition foind landing door safety problem, need to be check elevator under shutdown for repair							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT			STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIAL USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
Lift No. All > 99 GR						STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ
1178169	08:47		(rahul) lift not working 99 GR (2-13 -S16075) - Elevator> MR>Gear ed			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02/04/25	02/04/25 09:40	02/04/25 10:11	(SX) Shaft - Other			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INDIA4350515	02/04/25 09:40		(K2) Communication Fault (AX) Action - Other							
6398892009, 6398892009		53.0 Minutes	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator running on arrival but some time level out problem need to be check							
1178855	09:08		(Rohit) Lift door issue			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
04/04/25						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cust omer canc el call										
6280985652	0		(Sanjay Verma) : : No							

CALL	LOGGED	(CALLER) PROBLEM CUSTOMER UNIT								
DATE	CONFIRM	OUT	(NO.) FAULT	STP MAX	SWP SWPOA	A/H CHG	NOF CC	REC REJ		
DOCKET	IN	SWP REL	(NO.) FAULT CAUSE (NO.) FAULT ACTION							
CONTACT	TIME STOPPED	RESPONSE TIME	(TECHNICIAN) ACTION	IS MATERIA L USED	LIFTUSA GE					
SWP - Stuck With Passengers, SWPOA - Stuck With Passengers On Arrival, A/H - After Hours, CHG - Chargeable, NOF - No Fault, CC - Call cancelled, STP - Stopped, REC - Only VFM Received Calls, REJ - Only VFM Rejected Calls										
1186480	19:14		(Rahul Kumar) Not working	99 GR (2-13 -S16075) - Elevator> MR>Gear ed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
27/04/25	27/04/25 20:31	27/04/25 20:36	(SX) Shaft - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4414981	27/04/25 20:33		(K2) Communication Fault (AX) Action - Other							
6398892009, 6398892009	1.4 Hours	1.3 Hours	(Sanjay Verma) SX : No K2 : AX Shaft - Other Communication Fault Elevator running on arrival fault not found							
1186662	11:20		(rohit) stuck issue .	99 GR (2-13 -S16075) - Elevator> MR>Gear ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
28/04/25	28/04/25 11:45	28/04/25 13:08	(EX) Lift Car - Other		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INDIA4415966	28/04/25 12:43		(KZ) Running at Arrival and No Fault Found (AX) Action - Other							
6280985652, 6280985652		1.4 Hours	(Raja .) EX : KZ : AX Lift Car - Other Running at Arrival and No Fault Found Lift Running on arrival no fault found check 30 minutes lift running properly	No						