



CIN : U33125KL1993PTC006984
GST No: 32AAACH9492C1ZQ

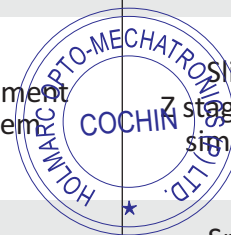
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HOLMARC
OPTO-MECHATRONICS PVT.LTD

B-7., H.M.T. Industrial Estate, H.M.T. PO, Kalamassery
Kochi - 683 503 Kerala, India.
Email : sales@holmarc.com, PH : 91-484-2540075

Customer Complaints 2020-21

Sl No.	Date	Customer Name	Items	Complaints	Root Cause
1	17.01.20	BBIIT Hyderabad	Optical Table	Air Leakage	Bladder quality not good and life was not as expected
2	24.01.20	IIT Madras	Nano Fiber Electrosospinning	30kV Power Supply	No Protection Circuit for Short circuit
3	19.02.20	Pondicherry University	Spin Coating Unit	Motor & Drive Replacement	Liquid Enters the Motor / No Proper Sealing
4	10.03.20	IIT Madras	Silver Mirrors	Coating Damaged	Moisture/oil content during Coating process
5	05.06.20	IISC Bangalore	XYZ Stage Manual Stage	Z Movement Problem	Slide on the Z stage not moving simultaneously
6	12.06.20	IIT Palakkad	Michelson & Zeeman Effect	Rotation Stage & Etalon Tuning	Smaller size of the dial with 2 degree resolution/ More Training needed
7	28.09.20	IISER Mohali Punjab	Silver Mirrors	Coating Damaged	Moisture/oil content during Coating process



[Signature]

JOLLY CYRIAC
Managing Director



Mailing Address
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www.holmarc.com

Business Hours
Monday to Saturday: 9:00am - 5:00pm





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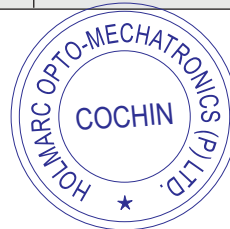
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SI No.	Date	Customer Name	Items	Complaints	Root Cause
8	18.09.20	Global Analytical, Turkey	Dip Coating Unit	Touch Screen Problem	To be identified
9	06.10.20	IIT Delhi (Multitek)	Diffuser Rotator	Wobbling Problem	Motor Not Compatiable/ Not Good to hold the load of the Diffuser
10	23.10.20	SSN College, Tamilnadu	Mach Zender	Optical Table Support Rust Problem	Problem with powder coating
11	07.01.21	IIT Mumbai	Spin Coating Unit	Motor & Drive Replacement	Liquid Enters the Motor / No Proper Sealing
12	18.01.21	IIT Mumbai	Optical Table	Air Leakage	Bladder quality not good and life was not as expected
13	12.06.20	IIT Kharagpur (Shree)	Optical Table	Air Leakage	Bladder quality not good and life was not as expected

Customer care

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