

REPLACEMENT OF DAMAGED LOCK WING

Schedule of Availability of Service: Mondays to Fridays; 8:00 am to 12:00 nn & 1:00 pm to 5:00 pm

Requirements:

✚ None

Forms:

✚ FM-COM-05 Service Request Form

STEP	APPLICANT	PROVIDER	DURATION	PERSON RESPONSIBLE	FEES
1	Complaint	receives the complain of the client and prepares service request	5 min	Customer Service Assistant	None
2		inspection/confirmation of the damaged lock wing	As scheduled	Inspection & Installation Team	None
3	Purchase lock wing	receives the purchased lock wing	5 min	Customer Service Assistant	None
4		replacement of damaged lock wing with a new one	As scheduled	Inspection & Installation Team	None