

TO WHOM EVER IT IS CONCERN

We are glad to inform you that we have successfully completed one year of Services to you.

To provide you with a timely, effective and efficient support system, we are opening a dedicated and exclusive online portal system. You can register a call log for following services using this online portal system.

- A) To register new user
- B) To Request for Customer Support
- C) To Raise RMA Request
- D) To track status of previously lodged complaint/ request

For guidelines regarding registering a call log or for other help, kindly go through the attached ANNEXURE

From 1<sup>st</sup> MARCH 2019, it will be mandatory to use this online portal system for the above mention services. No direct support will be provided.

We kindly request you to circulate this information to all your offices in which Mantra Product is installed.

For more details, you can visit our company website [www.mantratecapp.com](http://www.mantratecapp.com) or [servico.mantratecapp.com](http://servico.mantratecapp.com). You can also contact us at our dedicated helpline number 07949068010/ 07949068000

We look forward for you support and cooperation.

Thank you.

Yours faithfully,

For, Mantra Softech India Private Limited



PRL. DISTRICT COURT :: WEST GODAVARI :: ELURU :: DATED : 28-02-2019.

Copy communicated to all Judicial Officers in the Unit of West Godavari for information.

To  
All the Judicial Officers in West Godavari District.

*Swif*  
PRL. DISTRICT JUDGE,  
W.G., ELURU.

FILE NO. 1219  
DATE 20/3/19

**ANNEXURE**

**A) To Request for Customer Support:-**

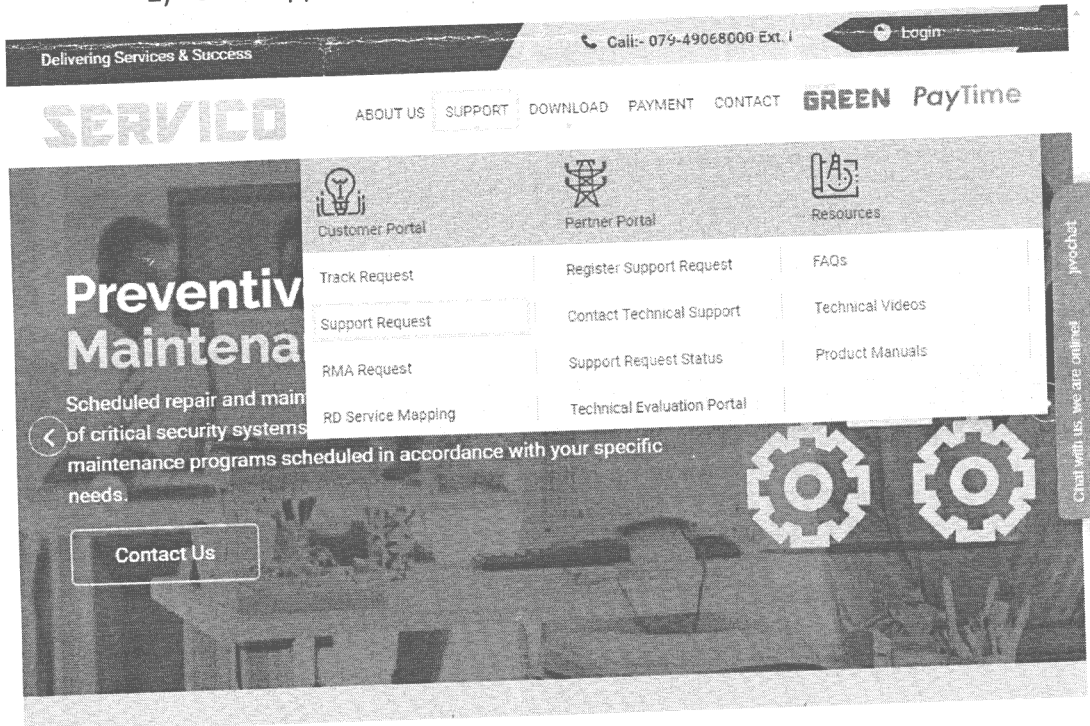
To get the immediate solution for the Issues raised in the MFSTAB or MFS100.

These are 2 main guidelines should follow:

1. If there is any error or any issues regarding the device, please contact the Customer support team or Raise the Ticket about the issue in Servico website.
  - ❖ To raise the Tickets please follow the instructions mentioned below:

a) Go to <http://servico.mantratecapp.com/>

- 1) Click Support
- 2) Click Support Request



3) Kindly fill your contact details in Tech Support Request tab

Tec Support Request    Installation Request

**Contact Details:**

Mobile No. <input type="text"/>	Company Name <input type="text"/>	Contact Person Name <input type="text"/>
Mobile No. <input type="text"/>	Country <input type="text"/>	State <input type="text"/>
Email <input type="text"/>	India (91) (IN / IND) <input type="text"/>	-- Select -- <input type="text"/>
CITY <input type="text"/>	Pin Code <input type="text"/>	Postal Address <input type="text"/>
Nothing selected <input type="text"/>	Pin Code <input type="text"/>	ADDRESS <input type="text"/>

Note:- OTP will be sent to your Mobile Number & Email Address

4) Kindly fill Product details just given below contact details in Tech Support Request tab



- a) Kindly select the type of device you are using under product type and product tab
- b) Kindly provide 7-digit number serial number (MTA54AC xxxxxxx) or give as xxxxxxx.

Product Details:

Request For Service	Product Type -- Select --	Product -- Select --
Serial No. SERIAL NO...	<ul style="list-style-type: none"><li>-- Select --</li><li>BioTime Devices</li><li>MFS100</li><li>MFSTAB</li></ul>	

- c) Enter the Captcha number→ and Click on send. You will receive the 4-digit OTP to given mobile number and Gmail ID, enter the OTP code→ and Click on Save Request.

Product Details:

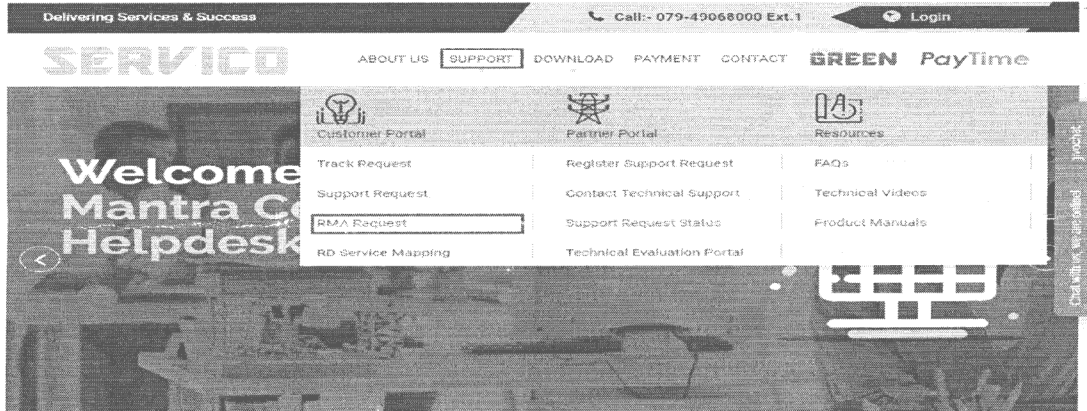
693926	Captcha Code Enter Captcha Code	Send OTP	OTP Code Enter OTP Code
			
			

**B) To Raise RMA Request:-**

If the device is required to be sent to office for repair, then RMA request shall be raised.

a) Go to <http://servico.mantratecapp.com/>

- i) Click Support
- ii) Click RMA Request



a. Please read the Terms and Conditions carefully and Click on Accept

Please read terms and conditions for send RMA request

- Please enter valid address on RMA request. RMA will return to the address provide on the RMA form. Mantra is not responsible for lost package or delay of delivery due to invalid address or change of address and contact details.
- RMA will be done on acceptance of your request based on information provided under Online RMA form. Request for clear and complete information to be furnished for acceptance of RMA form & RMA material.
- RMA material return based on following instructions :-
  - ⊙ The RMA # and RMA acknowledgement receipt must be clear and prominently mentioned on the outside of shipment / package. Mantra will repair or by any other efforts restore the defective product to its working conditions. Mantra reserve rights to refuse any unauthorized request.
  - ⊙ Mantra reserve rights to refuse shipment in case of missing / incorrect RMA information and non availability of RMA information generate from Online RMA Servico Portal.
  - ⊙ You are responsible for shipping your RMA to us. There is no specific packing instruction, but please be assure to properly secure the content inside the package and use proper packaging material to avoid damages during shipping, however you must enclosed / paste RMA acknowledge ship with shipment for acceptance of RMA goods.
  - ⊙ We recommend you to use well known shipping companies that can provide you with online shipment tracking to get status of your shipment.
  - ⊙ RMA timeline will start from the date of receiving of shipment at RMA Centre, online acknowledgement can be viewed at Servico Portal on shipment receiving status at RMA Centre.
- All non warranty product will be repaired on chargeable basis only. (There is 6 months limited warranty on any electronic product ACCESSORIES.)
- The responsibility of Mantra Service Centre refers to the following cases :-
  - ⊙ Repair of the product if possible.
  - ⊙ Replacement of products.
  - ⊙ Repairing / replacement of the non warranty product on chargeable basis.

b. Kindly fill contact details

**Contact Details:**

Mobile No. MOBILE NO.	Company Name COMPANY NAME	Contact Person Name CONTACT PERSON NAME
Email Email	Country India (91) (IN / IND)	State -- Select --
City Nothing selected	Pin Code Pin Code	Postal Address ADDRESS

Note:- OTP will be sent to your Mobile Number & Email Address

If you are using this service second time, with same mobile number, contact details will be auto filled.

- c. Kindly select device name which you are using from the radio button and then click on Add Button and select the Add New

**Device Details:**

Accessories 
  BioTime Devices 
  MFS100 (OR Module) 
  MFSTAB/TAB

1. Click on ADD +Add Clear

Note:- kindly select the option for RMA.

2. Then Click on ADD NEW

**+Add New**

Add new device details ( upto 10)

**Sample Sheet**

Download Sample sheet for upload device details (more than 10).

**Upload Data from Excel**

Upload Device Data Sheet.

Product	Serial No	Problem Type	Problem Description	Action
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- d. Kindly fill the device details and issue faced in device and click on **ADD** button

**Add Device Details**

Product <input type="text" value="MFSTAB"/>	Serial No. <input type="text" value="ENTER SERIAL NO."/>
Problem Type <input type="text" value="Nothing selected"/>	Problem Description <input type="text" value="DESCRIPTION..."/>

- MFSTAB/TAB - MFSTAB / TAB issues
- MFSTAB/TAB - Battery charging issue
- MFSTAB/TAB - Mirror Image
- MFSTAB/TAB - Battery faulty
- MFSTAB/TAB - Authentication issue
- MFSTAB/TAB - Application not working
- MFSTAB/TAB - MFS100 not found

e. In Branch Details for MFSTAB select Vijaywada and if MFS100 then select Ahmedabad

### Details:

Nearest Mantra Branch

-- Select --  
HO - Ahmedabad  
Vijaywada

Mobile Number

Send OTP

OTP Code

Enter OTP Code

f. Kindly enter provided Captcha code click on send button. You will get the 4-digit OTP to given mobile number and Gmail ID, Kindly enter the OTP code on Save request.

683826  
683826

Captcha Code  
Enter Captcha Code

Send OTP

OTP Code  
Enter OTP Code

Save Request

g. On Top you will get RMA number note down or copy the RMA00xxxxx number.

Home > RMA Request

Request Submitted Successful, Request No:- RMA00

To track status of previously lodged complaint/ request

- a) Go to <http://servico.mantratecapp.com/>
  - i) Click Support
  - ii) Click Track Request

**Maintenance & Repair**  
Immediate response with highly skilled technicians for all types of preventive and scheduled maintenance requirements.

**Customer Portal**  
Track Request  
Support Request  
RMA Request  
RD Service Mapping

**Partner Portal**  
Register Support Request  
Contact Technical Support  
Support Request Status  
Technical Evaluation Portal

**Resources**  
FAQs  
Technical Videos  
Product Manuals

Chat with us, we are online

h. Click on RMA Request Tab and type RMA Request number (RMA00xxxxx). Kindly →click on Details. You can check complete details by click on this icon

Support Request **RMA Request** Installation Request

1. Give your RMA number  
Request No:  Mobile No.:

2. Click on Details **Details**

3. Click on more details

Show 10 Entries

RequestNo	Company Name	Contact Person	Request Date	Status	Action
RMA00:				Device is pending to receive	

Showing 1 to 1 of 1 entries

Previous **1** Next

- i. When you click this icon a window will popup.
- j. Kindly click Device Details and click on RMA Form. Please check the details and send
- k. print out of RMA Form along with Device.

More Details For Support Request

Device Details

2. Click on RMA Form

RMA Form

Title	Detail
State Name:	Andhra Pradesh
RequestNo:	RMA00
Priority:	Low
Customer Name:	
Contact Person:	
Request Date:	
Status:	Device is pending to receive
Status Date:	01-01-1900 00:00:00
Status Reason:	

1. Click on Device Details

Device Details

Notes History

Show 10 Entries

Search:

Request No.	Product	Sr No.	Problem Type
DEV0066550	MFSTAB	2046932	MFSTAB/TAB - MFSTAB / TAB Issues, MFSTAB/TAB - Battery charging issue

Showing 1 to 1 of 1 entries

Previous

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Next

For any query you reach us at

Helpline Number: 07949068010/ 07949068000