

From

S.Antony Premkumar
245/1, Matha Kovil West St,
Bastian Nagar,
Madurai – 625 016.

To

The Customer Care Manager,
Elgiultra

Sub: Severe Complaint regarding Drum Stone Detachment – Immediate Action required

Respected Sir,

I purchased an Ultra Plus wet Grinder bearing **Sl.No.3815103332** manufactured by Elgiultra around five years ago, trusting your brand for its Quality and durability.

Yesterday while grinding batter, after completing the grinding process, when I lifted the drum to remove the batter, the grinding stone suddenly detached from the drum base and fell down unexpectedly. The batter was completely wasted.

This incident was extremely dangerous. Fortunately, by sheer luck the heavy stone did not fallen on my foot

It could have caused serious injury or even fracture. This is a major safety concern and highly disappointing from a reputed brand like ultra, which customers trust for safe and quality products

I am deeply shocked and distressed by this incident. A product of this nature should not fail in such a hazardous manner after normal usage.

I will bringing the Grinder with drum to Ultra service Centre at S.S.Colony, Madurai – 625 016. Tomorrow morning for inspection and service.

Through this letter, I am raising this as a serious and major complaint and request your company to

- 1) Immediately inspect the product
- 2) Identify the cause of this dangerous failure
- 3) Provide a proper and permanent solution
- 4) Take necessary corrective action to ensure customer safety
- 5) Respond immediately regarding the Resolution.

I trusted the Ultra brand for quality and safety. Hence I expect a prompt and satisfactory response from your side. Please treat this matter as urgent and provide an immediate reply.

Thanking You,

Place: Madurai
Date: 02/07/2026.

(S.ANTONY PREM KUMAR)
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