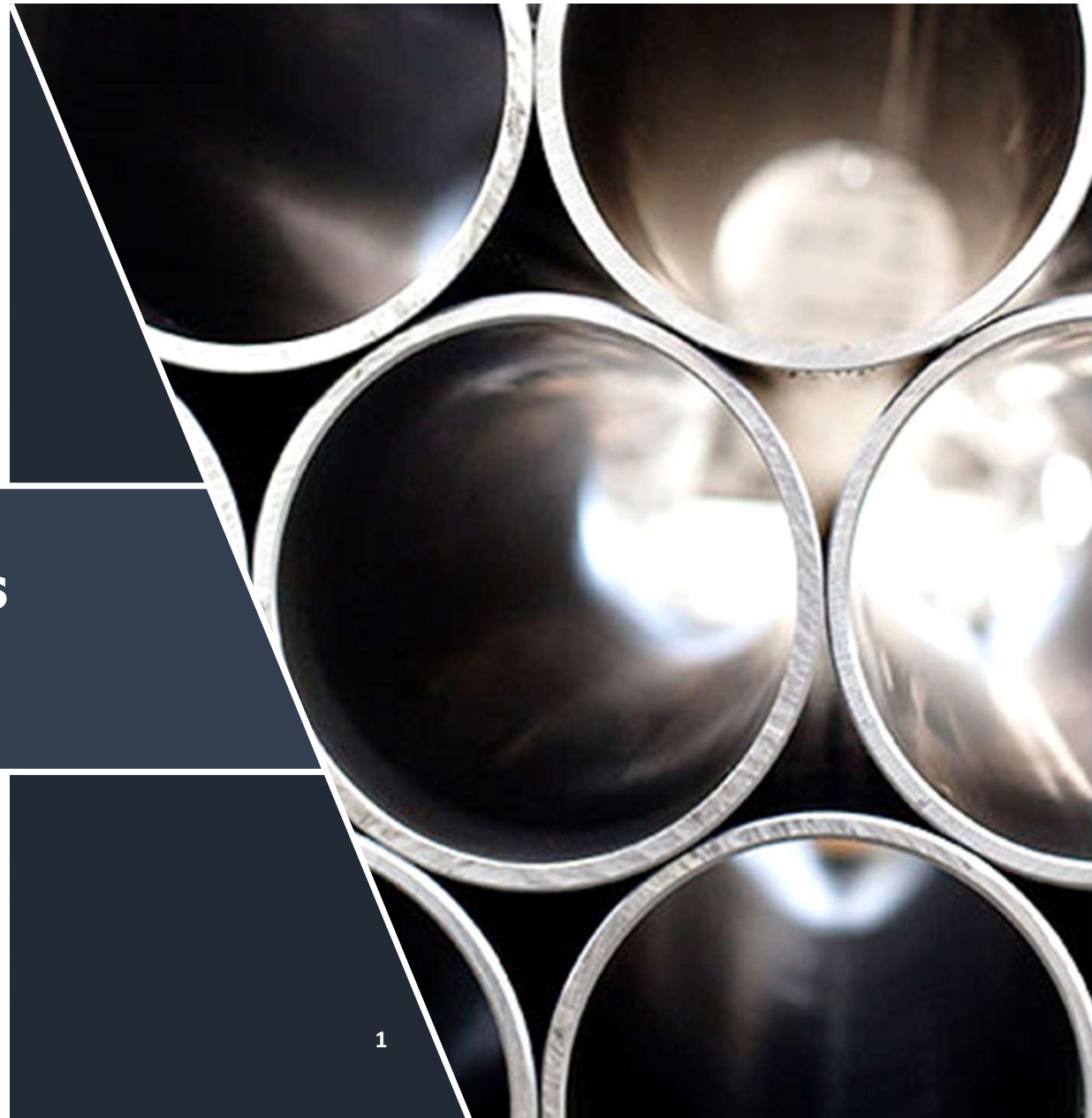




# Warranty Claims Process



# POINTS OF CONTACT



- Managing Director

Michael Ferran

[Michael@northernhydraulics.com](mailto:Michael@northernhydraulics.com)

- Engineering Manager

Christopher Fox

[Christopher.Fox@northernhydraulics.com](mailto:Christopher.Fox@northernhydraulics.com)

- Sales

Chris Donnelly

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- Quality

Patrick McKee

[Patrick@northernhydraulics.com](mailto:Patrick@northernhydraulics.com)

- Accounts

Peter McGrath

[Peter.McGrath@northernhydraulics.com](mailto:Peter.McGrath@northernhydraulics.com)

Complaint received by NHL customer from end user must state:

- Cylinder Part Number
- Cylinder ID Number (stamped directly below part number)
- If cylinder is unable to be returned then photographic evidence of Part Number and ID Number
- Detailed information of failure, to include:
  - Type of failure
  - Environment/conditions in which the cylinder was working when it failed
  - In the effect of damage/pitting of chrome rod, evidence that recommended Care of Chrome has been carried out
- Photographic or video evidence of reported fault while cylinder is still working on machine/equipment

Please note any warranty claimed 1 year after delivery of rams will be declared void or based on companies discretion. Any interference with cylinders may also void the claim

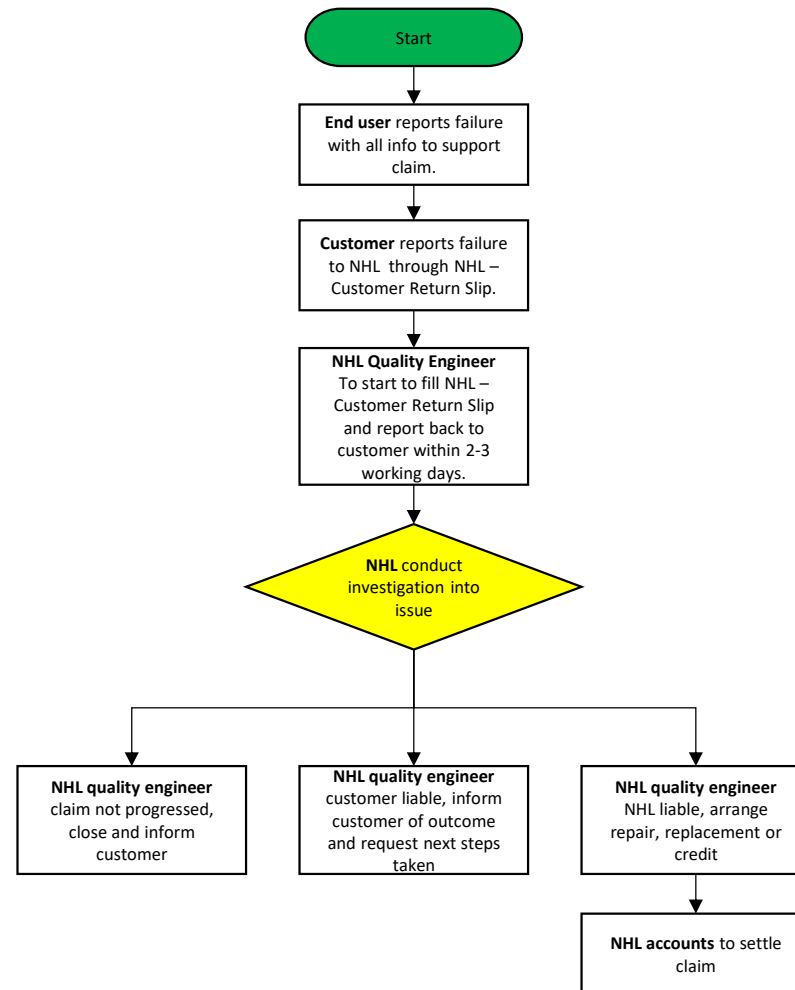
## NHL Customer is responsible for assessing validity of the claim using:

1. Evidence of the claim provided by the end user.
2. Assessment of the claim by NHL Technical Dept. Please note any warranty claimed 1 year after delivery of rams will be declared void or based on companies discretion. Any interference with cylinders may also void the claim

## Three possible outcomes:

1. Claim declared void, end user liable for replacement.
2. Customer liable through design, misuse, application etc.
3. NHL Liable, decision agreed for cylinder disposal/ replacement/credit.

# PROCESSING WARRANTY CLAIMS




# NHL – Customer Returns Slip



<https://forms.clickup.com/20679733/f/kq31n-508/PBQFM64TJP4JJQ2JGI>

NHL - Customer Return Slip



Customer Name:\*  
Enter text

Cylinder PN:\*  
Enter text

Quantity\*  
Enter text

Work Order Number (stamped on cylinder):  
Enter text

Customer Non-Conformance Number:  
Enter text

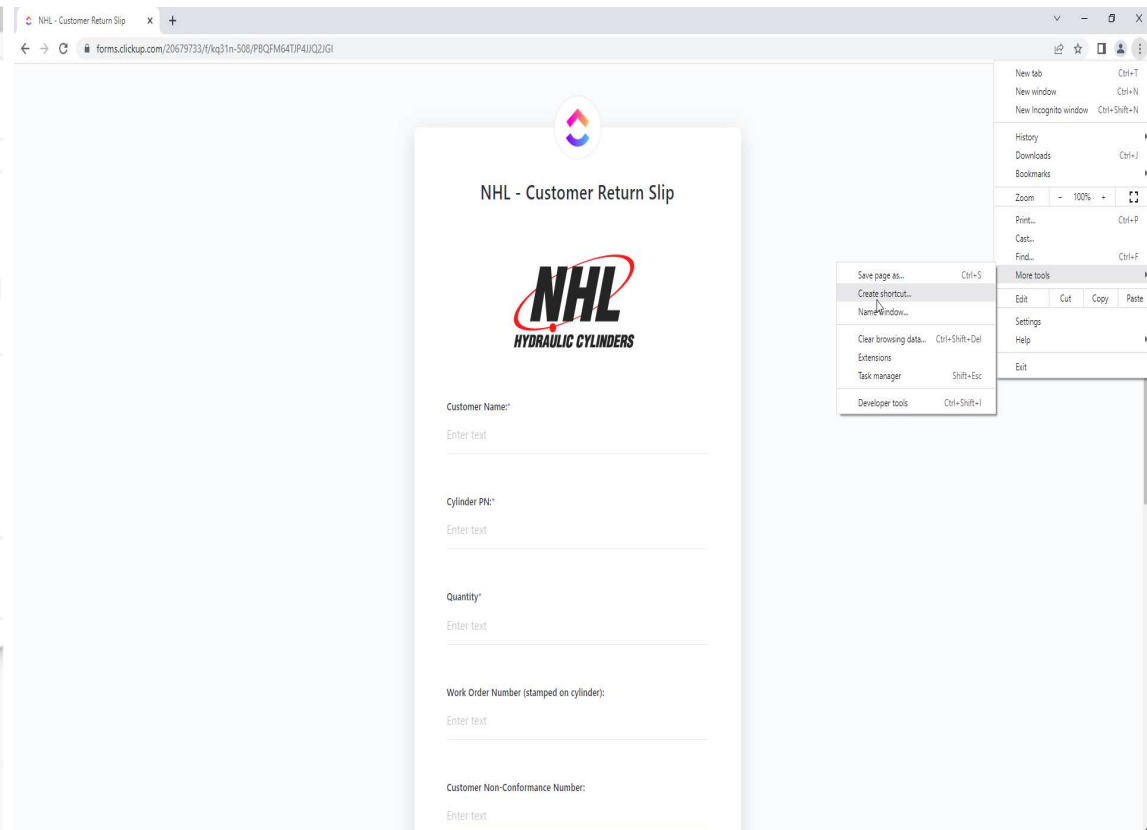
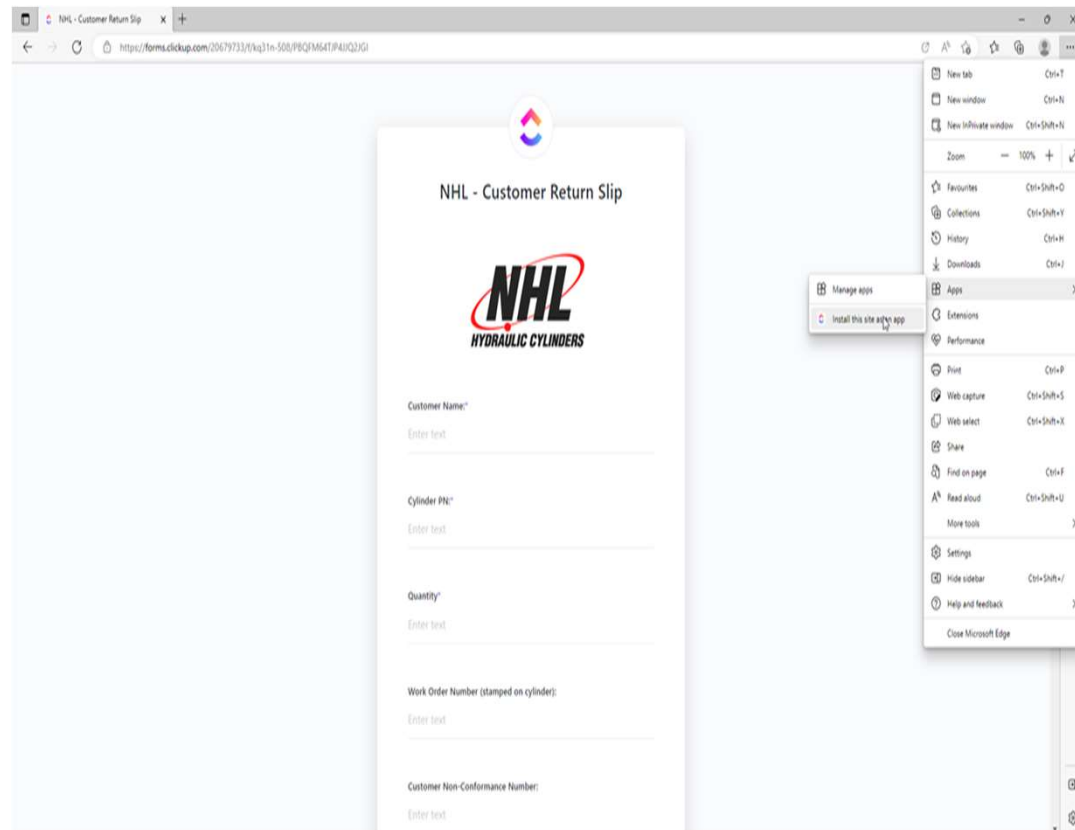
# NHL – Customer Returns Slip



You can save NHL warranty Returns Slip to your desktop

## Microsoft Edge

## Google Chrome



# NHL – Customer Returns Slip

Form Submission - #2022-11-17T09:41:14Z



## **WARRANTY RETURNS**

63 Gortgonis Road,  
Coalisland BT71 4QG  
02887747444

SEE MORE

Customer Email Address	Patrick@northernhydraulics.com
Customer Name	Northern Hydraulics
Customer Non-Conformance Number	IF APPLICABLE
Cylinder PN	123456
Description Of Fault Found	AS MUCH INFO AS POSSIBLE
Quantity	1
Work Order Number	XXXXX
Show 13 empty fields <a href="#">+ Add or edit fields</a>	

Please note this returns slip MUST be attached to all return Cylinders / Pallets for the Warranty Claims to be processed.





**THE END**