

# **Warranty Claims**

Process

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## POINTS OF CONTACT

- Managing Director
- Engineering Manager
- Sales
- Quality
- Accounts

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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:

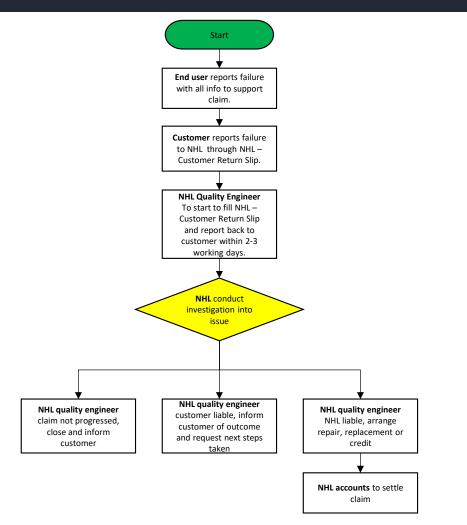
- 1. Evidence of the claim provided by the end user.
- 2. Assessment of the claim by NHL Technical Dept. <u>Please note any warranty claimed 1</u> <u>year after delivery of rams will be declared void or based on companies discretion.</u> <u>Any interference with cylinders may also void the claim</u>

### 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

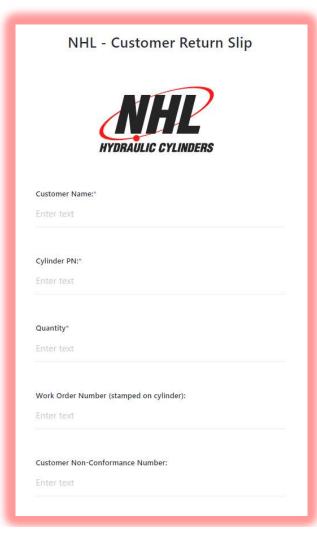




## NHL – Customer Returns Slip



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



### NHL – Customer Returns Slip



You can save NHL warranty Returns Slip to your desktop

#### Microsoft Edge

Google Chrome

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	Cylindur PN: Enter test	(b)         Find on page         Ctri-F           (A)*         Read stoud         Ctri-Ditt+U           More tool         >           (B)         Settings		Cylinder PN-* Enter text		
	Quantity"	serings     Col-Shite /     Orde slottar     Col-Shite /     Orde slottar     Color Microsoft dage		Quantity" Enter text		
	Work Order Number (stamped on cylinder): Enter text			Work Order Number (stamped on cylinder): Enter text		
	Customer Non-Conformance Number: Enter 101	(C) (C)		Customer Non-Conformance Number: Enter text		

### NHL – Customer Returns Slip



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



### WARRANTY RETURNS

63 Gortgonis Road, Coalisland BT71 4QG 02887747444

✓ SEE MOR	IE		
D Customer Email Address	Patrick@northernhydraulics.com		
au Customer Name	Northern Hydraulics		
${\mathcal T}$ Customer Non-Conformance Number	IF APPLICABLE		
au Cylinder PN	123456		
${\mathcal T}$ Description Of Fault Found	AS MUCH INFO AS POSSIBLE		
au Quantity	1		
au Work Order Number	XXXXX		
<ul> <li>Show 13 empty fields</li> </ul>	+ Add or edit fields		

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



# THE END

