



WARRANTY CLAIMS PROCEDURE

Transmon Engineering Ltd. (herein after called Transmon) warrants all new equipment sold by Transmon to be free from defects in material and workmanship under Transmon conditions of normal storage, use and service subject to the following provisions.

Transmon warranty for the equipment shall be for a period of 12 Months or two thousand (2,000) hours of use as registered on the service meter of the equipment after the date and time of supplying or installing the equipment whichever event shall occur first, if hours meter reading is not supplied then the machine hours meter will be deemed to be zero at the time of supply. For product supply only, service meter hours to be provided by client within 60 days of supply, non-supply of meter reading will revert to 12 months from date of supply.

Non registration within 60 days will reduce warranty period to 6 months.

Transmon shall have obligation under the warranty to replace or repair any parts, which prove to be defective in material and workmanship on a return to factory basis postage and packing at client's expense.

Replacement parts for previous systems supplied under warranty, claimed within the warranty period will be valid up to the original warranty date only.

Any part supplied outside of a system/product warranty period will be valid for 6 months from date of dispatch.

This warranty is not applicable to any of the following;

1. Failure to accept standard terms and conditions of sale as supplied by Transmon.
2. Equipment which has been subjected to alterations and/or modifications not approved by Transmon, neglect, unauthorized or improper repairs, misuse, accidents, operator neglect or abuse, lack of proper maintenance or use of parts other than the genuine Transmon parts purchased from Transmon.
3. Normal replacement of any and all wearing or consumable parts such as, but not limited to: cables, fuses, bulbs, lubricating fluid, ball joints, actuator motors or parts required to perform regular periodic maintenance.
4. Equipment, which has had the serial/batch number altered or removed.
5. Equipment, which has been installed to a machine that has had the service meter altered, disconnected or tampered.
6. The liability of the company shall not exceed the cost of correcting defects of the Transmon supplied product and upon expiration of 12 months or (2,000) hours whichever comes first, all such liability shall terminate.
7. Leaks caused by deterioration of o-rings, gaskets or seals.
8. Return of warranty parts MUST have fully completed claims form attached, if completed form not supplied then client accepts full liability for delays while Transmon awaits completed form or if form cannot be supplied then client accepts liability for payment of replacements parts.
9. Labour and travel costs.

The scope of this warranty is expressly limited to the provisions specified above, and any claim for loss arising out of the failure of the EQUIPMENT to operate for any period of time, or special, indirect or consequential damage, or other economic loss are expressly excluded. Additionally should the company have to cease trading due to force majeure, terrorist attack, declaration of war, earthquake, flooding or any reason whatsoever then all warranties express or implied and including the above will be immediately considered null and void.



Introduction

Submitting a warranty claim serves two main functions.

One is to qualify for reimbursement of parts incurred by the approved organization while performing a warranty repair job.

The other is to furnish accurate failure information to Transmon Engineering Ltd. for its Product improvement program.

Note 1; Throughout the instructions for warranty preparation section there are a series of numbered headings. Each of these numbers refers to a particular entry area on the warranty claim form on page 9 of this manual.

Note 2; See supplementary information further on in this manual for warranty claims for new parts failure.

General Instructions

1. All parts returned to Transmon must be accompanied by a Transmon warranty/return Number, which will be issued by the Transmon warranty department at the time of the request to return the part.
If Client does not have a WARRANTY CLAIM FORM this will be e mailed/faxed.
2. A Customer purchase order is required to be raised at the time of the Warranty being raised.
Note: order number will only be used if the part or call out is for issues outside of the WARRANTY terms.
3. Use only the Transmon warranty claim form when submitting a warranty claim.
4. Only one claim failure per warranty claim.
5. The warranty claim must be printed clearly.
6. When filling out warranty claims begin at the extreme left of each column. Do not exceed column margin at the right.
7. All dates must be shown and complete.
8. The signature of the service manager or the assigned warranty clerk is required on each warranty claim as confirmation that the claim has been checked for accuracy.
9. If Transmon supply parts under the Warranty number prior to the receipt of the defective parts, then the detail required on the Warranty must be as a minimum original purchase order number, end client and truck number. It is the client's responsibility to ensure the defective goods are returned to Transmon within 30 days, if not then the parts/call out will be invoiced.
10. The claim should then be photocopied and a copy kept for reference. The whole claim should then be forwarded to Transmon within seven days of completion of the repair. The period from the Date of completion to the Date of claim must not exceed 7 days or the claim might be rejected.



Transmon Engineering Ltd

Control & Safety Specialists - Material Handling.

11. Parts/Service call outs on Warranties are not transferable.

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Instructions for Warranty Claim Preparation

The following procedure must be strictly followed when preparing the warranty claim form;

1. Warranty Reference Number (W/R)

Write the claim reference number here that will be issued by the Transmon warranty department.

2. Date

Write the claim submission date here. This will relate to the date when the W/R number was issued.

3. Customer Purchase Order Number

Write your Purchase Order Number, which will only be used if returned item/call out is for issues outside of the WARRANTY terms.

4. Customer/Dealer Address

Write the name and address here of the company who is making the claim. This should also include a contact person with telephone number.

5. Machine Make + Model

Write here the Make and model number of the machine that the Transmon equipment is fitted to.

6. Engine Type

Circle the type of engine or power that drives the truck, IE; Gas, Diesel or Electric.

7. Truck Voltage

Circle the Voltage of the truck, i.e. 24 or 48 etc.

8. Serial Number

Record here the machine serial number that is fitted with the Transmon system.

9. Fleet Number

If the truck fitted with the Transmon system has a fleet number it should be written here.

10. Service Meter Reading

Write here the number of hours shown on the service meter reading at the time of the failure.

11. Application Code

Write here the reference number of the type of application where the machine is working. The list of reference numbers can be found on page 11 of this manual.

12. Type of Business Code

Write here the reference code for the type of business where the machine is working. A list of codes can be found further on in this manual.



13. Working Conditions Code

Write here the reference code for the type of working condition where the machine is working. A list of working condition codes can be found further on in this manual.

14. System Type

Write here the sales order code for the type of Transmon system that the warranty claim is being submitted against.

15. Date Fitted

Write here the date that the Transmon system in question was fitted to the machine. If the Transmon system was supplied with a new machine then write the machine delivery date.

16. SMR When Fitted

Write here the number of hours recorded on the service meter when the Transmon system was fitted.

17. Date of Failure

Write here the date when the Transmon system failed.

18. Quantity

Write the quantity of the part being replaced alongside the corresponding description and number of part.

19. Part Number

Write the part number of the parts being replaced.

20. Description

Write here the description of the part being replaced alongside the corresponding part number.

21. Serial/Batch Number

Write here any serial number that is attached to the corresponding part number etc.

22. Brief Description of Failure

Factory approval of a claim depends on the evidence supplied by **you**. A clear and concise statement of all the facts provides the best assurance of favourable actions on a deserving case. The following order is highly recommended: -

This is the most important part of the warranty claim.

Failure information;

a. Customers Complaint

State general nature of Customers complaint.

b. What defect is claimed?

State location and nature of the difficulty. Describe the defect, which caused the failure and explain how other parts may have been involved. Describe the condition of all major parts requiring replacement. Add any further comments that might help support the warranty claim.



c. Analysis

What was the presumed cause of the failure?

d. Correction

How was the failure corrected?

Note 1: - The warranty covers failures due to defects in material and/or workmanship. Therefore it is essential that the warranty claim should include the reason why Transmon Engineering is responsible for the failure.

Note 2: - A sketch or photograph may be of great help in describing the defect or showing its location.

Note 3: - If additional space is needed continue on a separate sheet of paper and attach it to the claim.

Write here a description of the failure including any discussions with Transmon prior to submitting the claim.

23. Signature

The service Manager or an assigned subordinate authorized to submit Warranty Claims for your organization should sign the claim in this space.

24. Print Name

The person who is signing the Warranty Claim Form should print his name clearly in this space.

25. Title

The Title or Position within your organization of the person signing the Warranty Claim Form should be written in this space.



SUPPLIMENTARY INFORMATION FOR WARRANTY ON SPARE PARTS

WARRANTY PERIOD

The warranty period for genuine Transmon Spare Parts is 6 months or 600 hrs whichever comes first.

No mileage or labour charges are claimable under spare parts warranty.

PROCEDURE

Claims must be submitted in the same way as for claims for new equipment, with the following exceptions: -

- a) The following should be typed in field 22 prior to completing the failure analysis. "SPARE PARTS CLAIM".
- b) Proof of purchase of first and second parts must be attached to the claim.
- c) Attach copy of job sheet to prove installation of second part.