

TECHNICAL and SERVICE BULLETIN

07

MAY 1984

KOMPAC II WARRANTY SERVICE REIMBURSEMENT

Effective May 1, Graph Tech will begin a Reimbursement Program for service time spent in replacing defective parts covered under Warranty. This system will be implemented and tracked by the enclosed "Kompac Warranty Claim" form. This service credit is an allotted pre-determined amount of time to replace most major parts involved in the Kompac II. The tracking system is a computer coded number which helps pinpoint potential problems in the unit itself.

When returning a warranted defective part or parts to Graph Tech, enclose a claim form with the proper information for credit. You will be notified of approval or rejection by receipt of the pink copy of this form. Reimbursement will be credited toward your next parts order. This credit is for your time spent on the replacement of parts only - not for adjustments or recalibrations. Therefore, the defective part **MUST** accompany this form. Also, note the statement referring to the 15-day submitting deadline.

Please read the instructions carefully so that you may properly complete the form. If you have any questions, contact your Varn representative for assistance.