

TECHNICAL AND SERVICE BULLETIN

NO: 25
DATE: SEPTEMBER 1990

TO: All Kompac Dealers
SUBJECT: Warranty Claim Procedure

This procedure notice supersedes all prior issues.

1. Call the Technical Service Department to obtain a Return Authorization Number.
2. Graph Tech will mail you the Warranty Claim Form with the R.A. number that was assigned to you. Do not return items until you receive this form.
3. Fill out the section directly below the shipping label, listing model number, serial number and date of installation.

NOTE: If this section is not filled out, the items will be returned to you and no credit will be issued.

4. Detach shipping label and affix to carton you are returning.
5. Retain yellow copy for your records and enclose remaining copies in carton together with parts you are returning.
6. Upon verification of credit, the completed white copy will be returned to you with your credit invoice.

NOTE: A return authorization is not a guarantee that credit will be approved. Also, Replacement Roller Warranty Cards must be sent in. Failure to do so will result in denial of credit. If you have any questions regarding a warranty claim, please contact the Quality Control Department at 800-541-5702.

Michael Pek
Technical Representative
Kompac Division

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