

KOMPAC TECHNICAL UPDATE

NO: 54
DATE: AUGUST 1995
TO: ALL KOMPAC
DEALERS
SUBJECT: WARRANTY
CLAIM
PROCEDURE

1. Call Graph Tech Customer Service Department (1-800-541-5702) and ask for the Technical Service Department to obtain a **RETURN AUTHORIZATION NUMBER**. An assessment will be made at this time as to the validity of the claim.
2. If the claim is valid, a Return Authorization Number will be assigned and a completed Warranty Claim Form will be issued (via mail) to the dealer. **DO NOT** return the items until you have received this form!
3. All pertinent data regarding the claim will be filled in by Graph Tech. **DO NOT** add additional items to the form! Please fill in the serial number, model and installation date where required!
4. When you receive the Warranty Claim Form (R.A. #), retain the **Yellow Copy** for your records and enclose the remaining copies in a carton together with the items that you are returning.

RETURN TO:

GRAPH TECH INC.
8 ALLERMAN ROAD
OAKLAND, NEW JERSEY 07436
ATTN: QUALITY CONTROL

5. Upon receipt of the items and the claim form, Quality Control will inspect the items and, upon their approval, credit will be issued.

NOTE: THE ISSUANCE OF AN R.A.# DOES NOT GUARANTEE WARRANTY CREDIT APPROVAL.

All warranty claims must be filed within **15 days** of part replacement. A return authorization number is the only means of having a warranty claim processed.

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 Graph Tech's Customer Service Department.

Thank you for your continued support,

Michael Pek
Technical Representative, Kompac Division