

KOMPAC TECHNICAL UPDATE

NO: 79
DATE: JUNE 2000
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 received this form.
3. Before returning the parts / Kompac unit please provide the following information:
 - A. Your customer number
 - B. The invoice number of the original order and the replacement order
 - C. The date the original order was placed
 - D. Your purchase order number on the original order
 - E. The model and serial number of the Kompac Unit

IF THIS INFORMATION IS NOT SUPPLIED YOUR WARRANTY CLAIM WILL BE PUT ON HOLD UNTIL THIS INFORMATION IS SUPPLIED.

4. After you complete all the pertinent information, retain the yellow copy for your records and enclose the remaining copies in a carton together with the items you are returning and paste the supplied shipping label on the carton.
5. Upon receipt of the items and the completed claim form, Quality Control will inspect the items and, upon their approval, credit will be issued.

The issuance of an R.A number does not guarantee warranty credit approval.

Replacement roller and unit warranty card must be sent in. Failure to do so will result in denial of credit.

Please note that all orders over one year old will not receive credit on returns.

Parts/Kompac units that are returned for restock are subject to a 15% restocking fee.

**If you have any questions, please contact Customer Service at (800-541-5702).
This supersedes all previous issues.**

**Thank you for your continued support,
Michael Pek
National Service Manager, Kompac Division**