

FAULTY PART REPORT

REF: _____ DATE: _____

1. GENERAL DETAILS (by client) :		Enquiry taken by: _____	
a. PROJECT: _____		Original Production Order No. _____	
NAME: _____		_____	
PHONE No. _____		_____	
ADDRESS: _____		_____	
PRODUCT: (type X) REZNOR _____ HCV _____ ERH _____ IRH-E _____ IRH-G _____ TRH _____ OTHER _____		_____	
b. UNIT No.	1	2	3
MODEL			
SERIAL NO.			
c. DELIVERY TO CELMEC (type X) by Client _____		by CelmeC (\$30 delivery fee) _____	
DELIVERY TO CLIENT (type X) by Client _____		by CelmeC (\$30 delivery fee) _____	
ETA date: _____		Despatch date: _____	
d. FAULT DESCRIPTION:			

e. INSTALLATION DETAILS: (type X) Ceiling _____ Wall _____ Umbrella _____ Other _____			

2. INSPECTION (by manufacturer) :		Inspected by: _____	
UNIT No.	1	2	3
FAULTY PART			
FAULTY SITE WIRING			
WEATHER DAMAGE			
UNIT OVERHEATED			
INCORRECT INSTALLATION			
MECHANICAL DAMAGE			
OTHER			

3. ASSESSMENT (by manufacturer) :		Assessed by: _____	
a. Warranty Applicable if: (type X) <ul style="list-style-type: none"> • Installation is correct (proof required) _____ • Serial No. less than 12 months old _____ <u>Action:</u> <ul style="list-style-type: none"> • Faulty Part to be repaired _____ • Faulty Part to be replaced _____ <p style="color: red; font-weight: bold;">• FAULTY PART MUST BE RETURNED WITHIN 7 DAYS, OTHERWISE CHARGES WILL APPLY.</p>		Warranty Production Order No. _____ Repair Cost \$ _____ New Part Cost \$ _____ Transport Charge \$ _____	
b. Warranty NOT Applicable if: <ul style="list-style-type: none"> • Installation is incorrect _____ • Weather and/or Mechanical damage _____ • Serial No. over 12 months old _____ <u>Action:</u> <ul style="list-style-type: none"> • Request for repair _____ • Purchase new part _____ <p style="color: red; font-weight: bold;">• PAYMENT IN FULL REQUIRED WITH ORDER (BEFORE DESPATCH)</p>		Repair/New Part Production Order No. _____ Repair Charge \$ _____ New Part Charge \$ _____ Transport Charge \$ _____	

4. CONDITIONS
<p>THIS FORM MUST BE RETURNED WITH THE FAULTY PART (IF UNDER WARRANTY) OTHERWISE A CHARGE FOR THE NEW PART WILL BE APPLIED.</p> <p>Please note, warranty claims do not cover delivery charges.</p>