

FAULTY PRODUCT REPORT

REF: _____ DATE: _____

1. GENERAL DETAILS (by client) :		Enquiry taken by: _____																					
a.	PROJECT: _____	Original Production Order No. _____																					
	NAME: _____																						
	PHONE No. _____																						
	ADDRESS: _____																						
	PRODUCT: (type X) ERH _____ IRH-E _____ IRH-G _____ TRH _____ Other _____																						
b.	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 10%;">UNIT No.</td> <td style="width: 15%;">1</td> <td style="width: 15%;">2</td> <td style="width: 15%;">3</td> <td style="width: 15%;">4</td> <td style="width: 15%;">5</td> <td style="width: 15%;">6</td> </tr> <tr> <td>MODEL</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SERIAL NO.</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		UNIT No.	1	2	3	4	5	6	MODEL							SERIAL NO.						
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MODEL																							
SERIAL NO.																							
c.	DELIVERY TO CELMEC (type X) by Client _____ by CelmeC (\$30 delivery fee) _____ ETA date: _____																						
	DELIVERY TO CLIENT (type X) by Client _____ by CelmeC (\$30 delivery fee) _____ 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	4	5	6
FAULTY ELEMENT						
FAULTY WIRING						
UNIT OVERHEATED						
INCORRECT INSTALLATION						
WEATHER DAMAGE						
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"> • Unit to be repaired _____ • Unit to be changed over / RECO-UNIT _____ • Unit to be changed over / new unit _____ 	Warranty Production Order No. _____ Repair Cost \$ _____ RECO-UNIT Cost \$ _____ New Unit 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 change-over RECO-UNIT _____ • Purchase new unit _____ <p style="color: red; font-weight: bold;">• PAYMENT IN FULL REQUIRED WITH ORDER (PRIOR TO PRODUCTION)</p>	Repair/Replacement Production Order No. _____ Repair Charge \$ _____ RECO-UNIT Charge \$ _____ New Unit Charge \$ _____ Transport Charge \$ _____	

4. CONDITIONS
<p style="color: red; font-weight: bold;">THIS FORM MUST BE RETURNED WITH THE FAULTY UNIT OTHERWISE UNIT WILL NOT BE PROCESSED.</p> <p style="color: red;">Please note, warranty claims do not cover delivery charges.</p>