



## AIRCONDITIONING WARRANTY

### POWRMATIC WARRANTY CLAIM FORM

This form is only for claims already in process with Powrmatic. If you wish to make a new claim please contact Powrmatic Warranty Dept.

**Warranty Claim Number** (Completed by Powrmatic)

The following information can be found on your delivery paperwork and invoices

Customer purchase order number

Outstanding invoice

### CONTACT INFORMATION

Company Name

Powrmatic Account Number

Contact Name

Contact Phone Number

Email

### PRODUCT INFORMATION

Outdoor Unit

Model Number

Serial Number

Indoor Unit

Model Number

Serial Number

### SITE ADDRESS

We will need the full site address in the event that a Powrmatic engineer is required to attend site to investigate the fault

City

County/Region

Postcode



## AIRCONDITIONING WARRANTY

### DATES

Date of installation

Fault details and diagnosis

Please provide as much diagnosis detail as possible

Date of fault

Fault Code

If you have an engineers job sheet please supply it with this form

### PARTS TO BE CLAIMED

Part Number

Description

Qty

LL Allowance

Part Number

Description

Qty

LL Allowance

Part Number

Description

Qty

LL Allowance

**RETURNS DETAIL**

Collection Address

City

County/Region

Postcode

By checking this box I am agreeing that this form has been completed accurately

**Warranty Contact Details**

T. 01460 53535

F. 01460 52341

Email [Warranty@powrmatic.co.uk](mailto:Warranty@powrmatic.co.uk)

**TO ASSIST US WITH EFFECTIVE WARRANTY CLAIM RESOLUTION PLEASE TAKE TIME TO READ THE FOLLOWING**

**Warranty Procedure:**

- Upon receipt of your order we shall process and send part(s) next day (subject to stock availability and order receipt).
- An invoice will be generated; it will be deemed as payable and not treated as warranty, until we have received a fully completed warranty form.
- The warranty department will send out a warranty claim form that must be submitted back to Powrmatic within 14 days of receipt (this form can also be found on our website and sent in with your purchase order).
- Once we have received your completed claim form, we will begin the warranty validation process ensuring all conditions of our warranty have been met.
- We ask that you keep the faulty parts so that we can arrange collection of them for inspection.
- Limited Liability Allowance claims must be made via the warranty claim form; we will confirm agreement and provide purchase order numbers to cover.
- The warranty department will contact you if there are any further queries, failure to supply any requested further documentation/information may result in rejection of warranty.
- Once the validation has been completed, if determined as a genuine manufacturing fault, we will credit the part(s) replaced in full. We will attempt to close the claim within 30 days of receipt of the claim form.
- If the warranty is not accepted we will provide written explanation as to why the invoice will remain payable; you will have the option to have the part(s) returned back to you at your own cost (or we will dispose within 14 days).

**Point to remember:**

- For next day delivery, orders must be received by 12 noon and delivery within the UK mainland.

**Note.** If you have any doubt regarding your diagnosis we recommend that you call our aftersales technical helpdesk 0800 8247804 to assist with your findings, help establish the fault and identify any parts that may be required (final on site diagnosis is the responsibility of the onsite engineer)