

## IMP08.1.4-REV01-Warranty Claim Form

Date	Resp. Person(s)	Notes	Signed (if printed)
2019-09-12	CM <sup>1</sup> , GM	To be live & available on the website	
Communication with customers shall include establishing specific requirements for contingency actions, when relevant.			

### 1. Purpose

Warranty claims are opportunities to learn and create a strong feedback loop for operations and future equipment performance. Inputs provided are used by engineers and designers in an attempt to replicate event(s) and subsequent response of the product structures. Very often, the scope of responsibility of the supplier is not on parity with the scope of control, since that lies with the end user and the operation. In order to determine where responsibility and control meet, frank feedback and accurate data are very necessary in this process.

### 2. Workflow

In the event of equipment requiring potential warranty assistance, this form is to be completed and returned to the relevant VR Subsidiary along with a purchase order documentation marked:

“Subject to Warranty”

No rectification works should proceed on the assumption that VRS will carry out all associated costs. In the event that VRS personnel or representatives are required to attend site to carry out or assist in rectification of a defect outside of warranty scope, site and travel costs may be applicable.

Authority to proceed with warranty works on behalf of VRS shall require prior approval to ensure the product returns to service in the minimum time.

**Final acceptance for any/all costs for the repairs are subject to:**

- Inspection of the defective item or structure
- Circumstances or events, leading up to or surrounding any failure
- Presentation of valid maintenance records and production data
- In the case of bought-out proprietary items – acceptance of warranty by the supplier
- Completion of this form and the applicable CIP/CAR<sup>2</sup> as needed

A workflow graphic appears below:

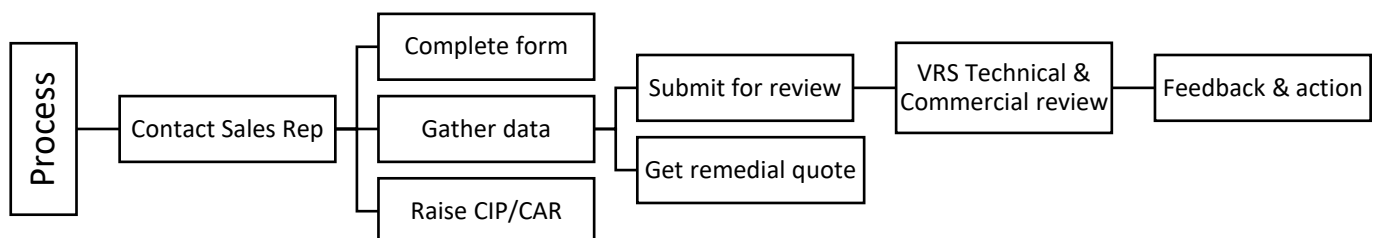


Figure 23: Warranty workflow

<sup>1</sup> CM: Commercial Manager | GM: General Manager

<sup>2</sup> CIP: Continual Improvement Process | CAR: Corrective Action Request

**4. Contact Details** (to be completed by Client)

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Title: \_\_\_\_\_

Purchase Order #: \_\_\_\_\_ Project #: \_\_\_\_\_

Contact #: \_\_\_\_\_

Email: \_\_\_\_\_

**5. Equipment Details** (to be completed by Client)

Equipment Description: \_\_\_\_\_ Serial #: \_\_\_\_\_

Operating hours: \_\_\_\_\_ Date first installed: \_\_\_\_\_

Component Description: \_\_\_\_\_

Part #: \_\_\_\_\_

Description of Failure:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suggested Causes of Failure:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suggested Rectification:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Order by Purchase Order)

Parts Required: \_\_\_\_\_

Date of Failure: \_\_\_\_\_ Urgency of Defect, Priority:  Routine:

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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**6. Warranty Acknowledgement (to be completed by VRS)**

Date Received: \_\_\_\_\_ Received by: \_\_\_\_\_

Faulty Component?        YES / NO        Operational Issue?        YES / NO

Service Support Required? YES / NO        Parts Support Required? YES / NO

Copy to Engineering?        YES / NO

Cause of Failure:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Rectification:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Warranty Accepted: \_\_\_\_\_

(Signature)

(Title)

VR Job No: \_\_\_\_\_

Labour Cost: \_\_\_\_\_

Material Cost: \_\_\_\_\_