	<h1>Warranty Claims Procedure</h1>	Document Reference Number: ENG018
Document Revision Number: 2	Document Revision Date: 01/10/2024	
Document Authored by: Matt Hughes	Document Approved by: Craig Brown	

Warranty Claims Procedure

1. Scope

This procedure shall outline the control measures required to process nonconforming products by Hi-Force customers that have any concerns to the Hi-Force product range.

The management of the system shall include the below details.

2. Documentation

- Procedure
- Dedicated Warranty Database
- Warranty Flow Chart
- Warranty Repair Claim form (UK only)
- Regional Office – Purchase Order (F.O.C. PO)
- Warranty Investigation Reports

3. Responsibility


- Customer (claimant)
- Technical / Design / Warranty department
- Regional office – distributor, warranty support
- Purchasing – (Overseas product returns)
- Finance

4. Warranty claim criteria

- All warranty claims for Hi-Force serialised products shall be based upon 12 months duration from the certificate issue date on the sales certificate issued by Hi-Force UK, Regional Office or authorised Hi-Force distributor. Note: For an instance, when distributors sell a product to a client and the certificate issue date (warranty start date) is under a 12 month period, the 12 month warranty duration will start from the date of sale to the client. For any warranty claims, the distributor will need to provide proof of sale by means of a sales invoice with the date of sale.

PRODUCT DETAIL			
Model & Serial No.	TPE25D - EA5856		
Description	230V (50Hz), electric driven hydraulic torque wrench pump - premium line - digital gauge		
	Nominal pressure	700	Bar
	Test pressure	700	Bar
Certificate issue date	04/30/2024		
	On behalf of	Hi-Force Limited	
This document is computer generated, no signature required.			

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- All warranty claims for Hi-Force accessories shall be based upon 12 months duration from the date of sale by Hi-Force UK, Regional Office or authorised Hi-Force distributor.
- One claim shall be submitted for each individual unit. **NOT** multiple serial numbers on the same claim.
- Any claim submitted with inaccurate details maybe rejected by the warranty team / management.

5. Warranty submission procedure

- All warranty claims shall be submitted via the warranty section that can be found within the Hi-Force website (hi-force.com/ warranty)
- A dedicated claims form shall be submitted from the Hi-Force website into the Hi-Force Warranty system. This will automatically generate a dedicated email to the UK warranty team for review.
- The claims form to be completed by the claimant, with the following detail.

Raised date.

Part Name.

Part Derivative.

Serial No.

Date of Purchase.

Original invoice no:

Regional office or Distributor product purchased from.

Customer Name.

Customer email address.

Customer contact.

Issue Detail / Warranty Claim supporting information. A clear explanation of the product failure - component / system affected.


File attachments to include photographs / videos to support any claim. The more information received could result in quicker evaluation of the claim.

6. Warranty claim response.

- A response from the warranty team shall be returned to the claimant, providing the unique warranty claim number issued from the Hi-Force database, this shall be issued within 24 hours of the original claim. Allowance for weekends / national holidays shall be taken into account.

Note: The regional office responsible for the distributor / claimant shall be included within the e-mail return of the initial correspondence, so that the communication channel can commence as the lead for the claim.

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7. Communications / gathering of supporting detail

- All further e-mail correspondence between the responsible Hi-Force UK warranty team member, the claimant & responsible Hi-Force regional office representative shall be titled with the dedicated warranty claim number issued.
- The UK warranty team member and regional office representative for each claim shall communicate, by e-mail or warranty meetings, and the UK warranty team shall provide technical assistance when required to review each claim.
- The UK warranty team shall provide sufficient information to either **Accept** or **Decline** the submitted warranty claim.
- It may be the opinion of the person(s) reviewing the claim that the information and photograph's / video's submitted are insufficient to reach a conclusion for the claim. In this instance additional information will be required.
- Support from the Hi-Force regional office / claimant will be required to gather any further information requested. Failure to provide the details in a reasonable time frame without a valid reason shall result in the claim being rejected.

8. Return of product for further investigation

- If a root cause or corrective action cannot be determined by information provided for the claim then Hi-Force UK warranty team and Hi-Force regional office shall determine if the product should be returned to Hi-Force UK, the Hi-Force regional office or an authorised Hi-Force distributor (with guidance from Hi-Force UK and the Hi-Force regional office) for further investigation. **Note:** Both technical and commercial considerations need to be made for product returns for further investigation, ensuring it is economically viable to return the item.
- On occasions where the product is to be returned for further investigation, the product should be packed accordingly, and the unique warranty claim number clearly identified in the shipping documentation.
- If a pump unit is to be transported from overseas or by air, oil should be drained from the tank.
- For a product return, all transportation charges shall be the responsibility of the claimant.
- Hi-Force UK purchasing department shall be notified of a product return back to the UK by the regional office, and support shall be provided due to the original customs shipping codes used.
- The regional office shall be responsible to support the return of products back to a regional office for inspection / repair, from any claimant due to the original customs shipping codes used.
- After further investigation the warranty claim is accepted then any transportation charges the claimant has paid shall be considered and if accepted the claimant will be asked to submit invoices with evidence of cost incurred. This decision shall be approved by senior management team and any costs approved will be reimbursed by a credit note.

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9. Claims acceptance

Technical guidance to a warranty shall be supported by Hi-Force UK technical team.

- The Hi-Force UK warranty team will advise warranty **Acceptance**.
- All complex technical warranty claims shall be supported with a detailed written report from the Hi-Force UK warranty team and sent to the regional office representative.
- All straightforward warranty claims can be supported with an email from the Hi-Force UK warranty team to the regional office representative.
- The regional office representative shall review the warranty report / email, and issue to the claimant.

Note: All reports shall be saved within the Hi-Force warranty database, with both the UK and regional office saving all communications against the unique warranty number.


- To action all accepted warranty claims for a replacement product or spare part an F.O.C. (free of charge) purchase order shall be required to be submitted to the Hi-Force UK purchasing department and the Hi-Force UK warranty team member dealing with the warranty claim by the Hi-Force regional office or claimant
- For replacement products or spare parts shall be despatched from either:
 - Hi-Force UK
 - Hi-Force Regional Office
 - Hi-Force Authorised Distributor

Note: The above decision will be at the discretion of Hi-Force taking consideration to:

- Urgency of requirement
- Availability of stock.
- Size and weight.
- Location.
- For accepted UK warranty repair claims a warranty repair document detailing all components required for the repair will be issued to Hi-Force UK stores for the components to be allocated against the warranty claim number.
- On completion of a warranty any new components used should be identified in the dedicated central database so that any future warranty claims can be considered against the product.
- If the claimant has requested a credit, then this shall be considered / and organised via the Hi-Force purchasing team, and finance utilising the Return Merchandise Authorisation document (RMA).

Note: In the event of a product having being physically returned to Hi-Force as part of a warranty claim, and subsequently the claim being **accepted**, all labour charges and components involved of the repair shall be non-chargeable.

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After further investigation the warranty claim is accepted then any transportation charges the claimant has paid shall be considered and if accepted the claimant will be asked to submit invoices with evidence of cost incurred. This decision shall be approved by senior management team and any costs approved will be reimbursed by a credit note.

All products repaired on an accepted warranty claim will be subjected to a factory acceptance test (FAT) and carry a 90 day warranty period or is incorporated within the manufacturing 12 month warranty period, whichever has the longest validity.

10. Claim Rejection

Technical guidance to a warranty shall be supported by Hi-Force UK technical team.

- The Hi-Force UK warranty team will advise if the warranty is **Rejected**.
- All complex technical warranty claims shall be supported with a detailed written report from the Hi-Force UK warranty team and sent to the regional office representative.
- All straightforward warranty claims can be supported with an email from the Hi-Force UK warranty team to the regional office representative.
- The reports will confirm the findings of the investigation as to why the claim has not been accepted. However, if feasible the report will provide details as to the required components that are expected to bring the product back into working service.
- The regional office representative shall review the warranty report / email, and issue to the claimant.
- Should a Hi-Force regional office wish to **Accept any rejected warranty** against UK advice provided, the purchase order from the regional office shall be at Hi-Force regional office standard price.

Note: All reports shall be saved within the Hi-Force warranty database, with both the UK and regional office saving all communications against the unique warranty number.


The reports will not provide any pricing, or commercial terms related to the purchase of the replacement product or components. This will be the responsibility of the Hi-Force regional office representative.

All warranty items ordered, shall have it's unique warranty claim number allocated to each item on the purchase order. This then provides Hi-Force with an audit trail for works completed.

In the event of a product having been physically returned to Hi-Force as part of a warranty claim, and subsequently the claim being **rejected**, all labour charges, and components involved of the repair shall be included in a quotation and submitted to the claimant, any repair will only commence on receipt of a purchase order.

All products repaired will be subjected to a factory acceptance test (FAT) and all replacement parts will carry a 90 day warranty period.

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11. Reporting

All details with regards to the work completed should be identified within the Hi-Force warranty database.

This includes:

- Reports.
- Email trails.
- Details of FOC components.
- Details of standard component charges.
- Details of components that have been approved to have special discounted costs.