

Warranty Claim Checklist

Please have the following items handy before start your Standard Warranty or New Defective claim process.

ITEM	STANDARD WARRANTY	NEW DEFECTIVE
End-user company name and address	✓	✓
Reseller company name (if you did not sell the unit to the end-user)	✓	✓
Service Contractor company name (if you did not perform the service)	✓	✓
Unit model	✓	✓
Unit serial number	✓	✓
Invoice date	✓	✓
Failure date	✓	✓
Repair date	✓	✓
Details regarding reported problem	✓	✓
Details regarding conditions found	✓	✓
Details regarding work performed	✓	✓
Measured voltage at the power source	✓	✓
List of EdgeCool part numbers used with quantity and unit costs	✓	
List of non-EdgeCool materials used with quantity and unit costs	✓	
List of product part numbers, defect date, quantity and reason for replacement		✓
Hourly labor rate	✓	
WRA	✓	✓
Freight charges	✓	✓
Supporting documents in PDF format only required for claims NOT serviced by you e.g., parts and freight invoices, service reports, labor invoices, etc.	✓	✓