

Dear Dealers,

How to use Trioliet Warranty claims.

First of all you need to have excel 97 / XP or Vista on your Computer.

Always send the claim back as an attachment to: e.lentfert@trioliet.com

Then also send pictures of the broken parts as extra information (when able)

Start up the excel file and start to write down your company name and address as shown below.

All the Orange fields must be filled out.

Success.

<table border="1"> <thead> <tr> <th colspan="2">Dealer</th> </tr> </thead> <tbody> <tr> <td>Name NR</td> <td></td> </tr> <tr> <td>Address: *</td> <td></td> </tr> <tr> <td>City/State/Province</td> <td></td> </tr> <tr> <td>ZIP/Postal Code</td> <td></td> </tr> <tr> <td>Phone Number</td> <td></td> </tr> <tr> <td>e-mail</td> <td></td> </tr> </tbody> </table> <p>Above dealer will get the credit of the claim below sub dealer is maybe a separate outlet. Also fill this one out when needed.</p> <table border="1"> <thead> <tr> <th colspan="2">B. Sub Dealer</th> </tr> </thead> <tbody> <tr> <td>Name NR</td> <td></td> </tr> <tr> <td>Address: *</td> <td></td> </tr> <tr> <td>City/State/Province</td> <td></td> </tr> <tr> <td>ZIP/Postal Code</td> <td></td> </tr> <tr> <td>Phone Number</td> <td></td> </tr> <tr> <td>e-mail</td> <td></td> </tr> </tbody> </table>	Dealer		Name NR		Address: *		City/State/Province		ZIP/Postal Code		Phone Number		e-mail		B. Sub Dealer		Name NR		Address: *		City/State/Province		ZIP/Postal Code		Phone Number		e-mail		<p>First fill out you dealer code</p> <p>Fill out: *example* Name: Lentfert Adress: Hinmanweg 19 City: Oldenzaal Zip: 7575 NN Phone 055452241 e-mail: e.lentfert@trioliet.com</p>
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DATA Warrantey Claim																													
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Submitted by:																													
E-mail:																													
Phone number																													
Claim Number Trioliet	0																												

INSTRUCTIONS TO USE TRIOLIET WARRANTY CLAIM

Date : JAN 2011
SERVICE NR : WARRANTY CLAIM
MECHANIC : SERVICE DEP.

Machine Owner (Customer)			
Name			
Address: *			
City/State/ Province			
ZIP/Postal Code			
Phone number			
e-mail			
C. Machine data :			
Type of Machine			
Machine/Series number			
3 speed number			
rpm 1000/540			
Working hours/day	0	In total	#WAARDE!
Loads/day	0	In total	#WAARDE!

Then fill out all the data of the customer. (end user)

1. Then fill out Machine number (normal 6 numbers starting with 1..... So if you have a machine number 14456 the number will be 114456.
2. Machine series: Type series number that is on the tag of the mixer
3. 3 sp: when there is a 3 speed write down the number of the 3 speed
4. Working hours: fill out numbers of hours / day
5. Loads / day: fill out number of loads / day.

#waarde!: this will be automatic generated by the program, do not fill out

D. Damage DATA	
Date of 1st operation	
Date defect/damage	
Date Defective parts	

Then fill out D. Damage Data
Write down as following
Day-Month-Year

E. Description of damage and actions taken

Fill out the box E.
Describe short what failure is and how it is repaired.

Labor Costs Requested				
Labor	Number of hours	Labor rate/hour	Total	
			0,00	
Parts and others				
Trioliet invoice nr	Quantity	Part number	Description of part or other	Dealer Cost

Then fill out:
Number of working hours / your labor costs

When Trioliet parts is used write down the invoice number of the used parts
Also Quantity and partnumber and Description.
Then also write down the costs.



**INSTRUCTIONS TO USE
TRIOLIET WARRANTY
CLAIM**

Date : JAN 2011
SERVICE NR : WARRANTY CLAIM
MECHANIC : SERVICE DEP.

Total page 2		0,00	100	
Warranty balance	Total Asked	0,00	Reimbursed Parts & Others	\$ -
Warranty balance			Total Reimbursed	\$ -
Comments Trioliet			Call's complaint	
			Date detection	NAT
			parts as	
			Reviewed by	HP
			Date review	

All the rest that is Green and Blue needs to be filled out by Trioliet.

When done save it on your computer and then send it as an attachment to Trioliet

e.lentfert@trioliet.com

When having questions let me know by the above e-mail.

Regards,
Edwin Lentfert
Service Department