



Subject: Warranty Repair Report Completion
Number: 184
Date: 8th October 2002
From: Group Service Manager

During recent months we have received claims that have not been fully completed, received at WX late, or where the relevant parts were not returned.

Due to the above there have been instances when we were not able to reclaim the warranty costs that we have incurred from our suppliers. This because when received the claims were outside their warranty period with us which is based on when the machine was manufactured, not sold.

However, if these claims had been submitted to WX within the required period we could have submitted them.

Therefore, please note the following as stated in the Murex Operating Procedure Manual – pages 12/13.

Payment:

This will only be made on the basis of a completed Warranty Repair Report, which must be sent for the attention of:

Sandra Smith
ESAB Group (UK) Ltd
Hertford Road
Waltham Cross
Herts
EN8 7RP

These to arrive together with any faulty PCB's/parts as applicable no later than 28 days from the date on which the warranty repair was completed.

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The following data must be provided on the Repair Report:

1. Service Centre name, town – if more than one branch
2. Customer's **full** name and address – it is not sufficient to just state name of company & county
3. Type of equipment repaired
4. Serial number if applicable - where lens are used both the faulty and new lens serial number must be recorded
5. Date equipment sold
6. Parts used – part numbers and description
7. Full description of perceived fault
8. Customer's signature and date signed
9. Engineers signature and date job completed
10. Claimed travel and labour time with costs totaled

NB: ALL THE ABOVE INFORMATION TO BE PROVIDED USING "BLOCK CAPITALS" ONLY

Will you please ensure that everyone involved in completing/returning Repair Reports/parts is made aware of the above.

Thank you in anticipation for your co-operation in this regard.

Reg Hayward