



Warranty Processing Procedure

The following procedure must be followed for proper consideration of warranty claims regarding equipment manufactured under the brand name Multi-Shifter. Failure to comply may result in reduced or denied warranty claims.

- 1 All Multi-Shifter vehicles must have the date of installation registered with the Multi-Shifter factory. A customer contact and telephone number must also be registered with the factory. This will confirm the effective date of the warranty. Failure to register these items with the factory will result in reduced or denied warranty claims.
- 2 This warranty covers parts, labor, and shipping charges to effect repair only when performed by an authorized Multi-Shifter Service Agent. When no authorized Service Agent is available, authorization must be secured from the Multi-Shifter Factory **prior** to performing any repair.
- 3 If replacement parts are required to effect repairs of the Multi-Shifter equipment these parts must be returned to the factory for any warranty considerations. Please refer to the section marked Return Goods Authorization Procedure for instructions covering the return of material to the factory.
- 4 The following is required in writing to process any warranty claim:
 - 5 One (1) completed copy of the corresponding Field Service Job Sheet
 - 6 The Field Service Job Sheet must contain the following items:
 - Internal Reference Number
 - Date of Work Performed
 - Name or Number of Service Technician
 - Name of Customer
 - Physical location of Work Performed
 - Model and Serial Number of Multi-Shifter equipment
 - Description of Work Performed
 - Total Number of Hours Worked
 - Published Hourly Labor Rate
 - Total Amount of Travel Time (if applicable)
 - Published Travel Rate
- 7 A list of parts affected during the work performed. The parts list must include:
 - Multi-Shifter part number
 - Quantity of parts installed
 - Multi-Shifter RGA number for affected parts