

## Guidance of guarantee requests

You will find the necessary form on our web page [www.fischerpanda.de](http://www.fischerpanda.de) under the button "contact & service".

### General conditions for execution of the warranty completion:

- The form must be filled out at the computer and be sent away with the button "SENDING".
- The obligation fields **must** be filled out.
- All remaining fields should be filled out for faster and simpler completion.
- Only one damage per warranty request can be submitted. If several damages to the generator should have arisen, please submit a separate request for each damage.
- Please only submit the guarantee request. If we should need the exchanged parts for the quality inspection, we will request them with a separate form (by email to the indicated mail address under point 4).
- Please keep the defective parts for 60 days after credit note date. If these parts should not be requested up to that time, they can be disposed.
- In case of a spare part warranty, please also submit the repair invoice, which shows when the component unit was last renewed. Please send these with indication of the dealer procedure number to [warranty@fischerpanda.de](mailto:warranty@fischerpanda.de)

### Filling out of the individual points of request:

#### **1. Dealer procedure number & kind of the request**

- The dealer procedure number consists of the Fischer Panda customer number and the current request number (e.g. 160043-003 for the 3. request of the customer 160043). Please **always** fill in the number with hyphen between the customer number and the serial-number.
- Please always select the kind of request whether it is a matter of warranty, goodwill, or spare part warranty.

#### **2. Machine data**

- **All** fields must be correct and completely filled out.

#### **3. Customer data**

- All obligation fields **must** be correct and completely filled out.

#### **4. Dealer data/Service Station**

- All fields **must** be filled out.

## 5. Damage/Cause/Repair

- Under "description of damage" should be explained briefly and concisely, which problem exists/existed (e.g. the generator switches off with "t-engines")
- Under "cause of damage" it should be explained whereby the damage occurred (e.g. the plug connection of the temperature switch cylinder head has loosened. Detent of the plug connection (switch lateral) is broken.
- Under "remedy" should be described how the damage was repaired (e.g. renewal of the plug connection of the switch and a test run has been accomplished.)
- If special occurrences should have arisen with the work/repair, please note it in the text field "cause of damage" or "remedy".

## 6. Spare Parts + Work Times

- Please indicate in the table the quantity, the article number, and the description of the spare parts needed for the repair.
- Please select in the column "damage-causing part" whether it concerns the damage-causing part or not.
- If you should have pictures of the damage, please send these under indication of the dealer procedure number to [warranty@fischerpanda.de](mailto:warranty@fischerpanda.de)
- In the field "work time" please indicate the actually needed working time. Please divide the work time into "error tracing" and "repair time" (e.g. error tracing: 0,75 hours/repair time: 1,5 hours)

## 7. Fischer Panda (only filled out by FP)

- This field is only filled out exclusively by Fischer Panda GmbH.

Besides Fischer Panda GmbH, also you will profit from the new warranty request/process cycle.

We expect the following advantages of the new system for you:

- faster and simpler completion of the request by fewer further inquiries
- faster credit note production for it
- cost saving (postage/packing/work time) by minimization of the defective part return
- Quality improvement of the products by simplified detailed description
- Improves backtracking of the procedure for you