

GTI SERVICE NOTE

GTI 116

May 2019

SAP does not have a section for a warranty claim number.

Warranty/Repair Claim Form Procedure

To help streamline the warranty and repair procedure, Altronic GTI has implemented new procedures.

1. Go to the private GTI website
2. Click on the link "GTI Warranty/Repair Claim Form"
3. Fill out the entire Warranty/Repair claim form
 - a. Include a PO# for tracking
 - b. The "COMPLAINT" field should give a detailed description of what is wrong with the GTI part
 - i. The description should include the problem being experienced and any troubleshooting that has been applied. This will help the repair department process your claim efficiently.
 - ii. "Doesn't work" is not a detailed description
4. Print two copies of the Form
5. Keep one copy for your records
6. Place the other in a box with the warranty/repair part(s)
7. Return properly packed (please refer to GTI Warranty) box to Altronic

Note: Failure to follow this procedure will result in immediate return of unprocessed part(s)