

Warranty Claim Process for Self-Service Customers

The process below is for approved self-service customers who have prior approval to carry out their own warranty work following evidence of capability to undertake own work, written application and a sign off meeting with Adam Bennett, Hako Technical Manager to ensure that the paperwork and process is mutually agreed and understood.

Once approved, your details will be held on a register, this will make your claim faster to process in future.

- Machine breaks down, the fault is diagnosed, and parts are ordered in the same way as if it was non-warranty failure
- Machine is repaired (old parts are kept for 6 months by the customer)
- Customer submits a warranty claim form to Hako Technical including photos if possible
- Warranty claim is processed by technical and if necessary, return of parts will be requested
- Warranty claim will be approved or rejected based on information supplied and examination of the parts if deemed necessary
- If warranty is approved, then the customer will be informed and asked to send an invoice to the agreed value to Adam Bennett, Technical Manager
- Technical check the invoice amount then send to accounts along with the original claim for payment

For all other customers, a Hako Engineer must attend to carry out warranty repairs, any claims received without approval will be rejected.

Should you be interested in understanding more, please contact Adam on the Technical Helpline number 0844 257 0828.