

Hartzell Service Center
 Quality Department
 One Propeller Place
 Piqua, OH, USA 45356-2634
 Phone: (001) 937.778.5739
 Fax: (001) 937.778.4202
 E-Mail: cwhite@hartzellprop.com

Hartzell Service Center Warranty Claim Form



This form is a **request** for warranty. This request must be reviewed and approved by Hartzell Service Center before any work will be authorized.

Nature of event/complaint (complete description of event/complaint and warranty request):			
Complete the following regarding the item/component for warranty consideration:		Complete the following regarding the propeller assembly and the installation/application:	
Part Name/Description:		Propeller Model:	
Part Number:		Blade Design:	
Part Serial Number:		Propeller Serial Number:	
Date of Part Installation:		Prop Time Since New:	
Part Time Since New:		Prop Time Since Overhaul:	
Part Time Since Overhaul:		Aircraft Model:	
Date of Event/Complaint:		Aircraft Registration Number:	
		Aircraft Time Since New:	
		Engine Manufacturer & Model:	
		Engine Time Since New:	
		Engine Time Since Overhaul:	
Owner Contact Information (may be contacted for questions/clarification): Select here if this is the shipping location <input type="checkbox"/>			
Facility/Name:			
Complete Shipping Address:			
Phone:		Fax:	
E-Mail:			
Signature of Owner/Agent:	_____		
Repair Facility Information (shop to contact for clarification/instructions): Select here if this is the shipping location <input type="checkbox"/>			
Name of Repair Facility:		Contact Person:	
Complete Shipping Address:			
Phone:		Fax:	
E-Mail:			
Signature of Repair Agent:	_____		
Detailed Description of Requested Work:			
Do Not Write Below This Line – For Hartzell Propeller Use Only			
Warranty Claim is:	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied	By: _____
Details/Exceptions:			
Warranty Claim #:		Return Material Authorization:	

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Process for A Customer to File a Warranty Claim with Hartzell Service Center

Hartzell Service Center has a goal of minimizing the time it takes to respond to warranty claims. Along those lines, we have a simple process for our customers to follow to help us obtain information necessary to respond quickly. As our valued customer, we invite you to help us provide faster warranty service by following the three-point checklist below:*

- Warranty Claim Form

Enclosed you will find a blank *Warranty Application* form. This form is designed to collect information necessary to make a warranty determination. We require this form be completed for each warranty claim, and returned via e-mail, facsimile or mail to Hartzell Service Center's Quality Administrator for evaluation. Claims for warranty must be approved prior to performance of work. In some cases this form alone is not sufficient to make a warranty determination, and Hartzell Service Center may request the part be returned (see material return section below) to Hartzell Service Center or to an approved repair/maintenance facility. We request that you make copies of this blank form to use each time a warranty claim is raised. To avoid processing delays, please fill in all applicable information.

- Warranty Claim Number

In order to receive reimbursement, credit, or exchange for a warranty claim, a warranty tracking number (WAR prefix) is required. Claim numbers can be obtained from the Hartzell Service Center Quality Administrator via phone, or the Warranty Administrator may assign a claim number after receiving a completed *Warranty Claim* form. Claim numbers are also required to provide labor authorization to proceed with a warranty repair.

Upon receipt of the *Warranty Claim* form, the Quality Administrator will evaluate each claim and determine whether or not warranty will be granted. If warranty is granted, the Quality Administrator will provide the repair facility with a WAR number and identify the labor allowable for work which will be performed.

Send all *Warranty Claim* Forms to:

Hartzell Service Center
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Piqua, Ohio 45356-2634

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- Material Returns To Hartzell Service Center (if applicable)

Hartzell Service Center uses Return Material Authorizations (RMAs) to direct incoming parts into our system. An RMA number is required for all material returns. The Quality Administrator will assign an RMA number and provide a form to attach to authorized returns. The form will identify the RMA number and the shipping address. The form must be attached to the package for return. The RMA number should be referenced on any documentation with the returned parts. If warranty is denied the customer will be charged any evaluation and transport fees if applicable.

* Exceptions to this process are widespread Warranty programs, such as warrantable service bulletins, for which instructions are provided in the bulletin.