

# TRIMAX WARRANTY CLAIM GUIDE.

At **Trimax Mowing Systems** we design and manufacture our products to last. Occasionally, however, parts can fail due to unforeseen circumstances. In those cases, this guide to filing a warranty claim will help to ensure that your warranty process runs as smoothly as possible.



## **FAULT OCCURS**

- Note down as much information as possible and take detailed photos.



## **SUBMIT FIELD ISSUE REPORT**

- Go to [trimaxmowers.com.au/field-issue-report/](https://trimaxmowers.com.au/field-issue-report/) and submit a Field Failure Report. Repair work is not to be undertaken without a reply from Trimax.



## **REPORT RECEIVED**

- Trimax will acknowledge receipt of the Field Failure Report by way of email.



## **APPROVAL TO CONTINUE**

- If the issue and machine are deemed eligible for warranty, the contact person will be notified and given instruction on how to proceed. If not eligible the contact person will be notified and offered support with the issue.



## **PARTS SENT**

- Replacement parts will be sent to Dealer/Customer and will be invoiced.



## **FAULT REMEDIED**

- Upon receipt of new parts Dealer/Customer may remedy fault. It's recommended additional photographs of fault are taken by repairer to support warranty claim.



## **SUBMIT CLAIM**

- Warranty claim is to be submitted through the online Trimax Warranty System. Warranty claims must be complete with all supporting evidence. Warranty claim forms must be returned within **30 business days** of failure. A field issue report inference number is required to submit a warranty claim.



## **CLAIM RECEIVED**

- Trimax will acknowledge receipt of warranty claim by way of email.



## **CLAIM PROCESSED**

- All returned warranty information and/or parts will be inspected by Trimax. The claim will be processed within **30 business days**.



## **CLAIM APPROVED/ DECLINED**

- If warranty claim is approved, Dealer/Customer will be notified and replacement parts credited. If claim is denied, supporting reasons will be provided to the Dealer/Customer.

# HOW TO TAKE PHOTOS FOR ANALYSIS.

For a warranty claim to be processed efficiently, Trimax must have detailed information to gain an understanding of the factors that caused the failure. The best way to communicate this information is through photos uploaded through the **Trimax Warranty System**.

**BELOW IS AN EXAMPLE OF THE FORMAT TO SUPPORT A CLAIM.**



## 1. AN OVERVIEW

This photo enables the assessor to understand the mower within the context of its external environment and **should include the tractor if possible**. The purpose of this photo is to highlight external factors that could be related to the issue. For example, it could highlight contributing environmental factors such as obstacles or terrain.



## 2. THE GENERAL AREA

This photo ensures the assessor understands the functional area the specific issue is in. It can help identify engineering dependencies and relationships that are important to the area as a whole. It may highlight causes or symptoms that are related to the issue. For example, it could highlight a missing bolt or unauthorized modifications.



## 3. THE SPECIFIC ISSUE

This photo should show the detail of exactly what is wrong. It draws the assessor's attention to the **specific issue in as much detail as possible**. If applicable, set your camera to the Macro setting for this photo.



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