



- Warranty claim**  
 **ProRata claim**

TEDOM SCHNELL - delivery note no.:

Service partner claim number

<b>Claimant / company</b>		<b>Customer name</b>	
<b>Claim date</b>		<b>Customer address</b>	
<b>Phone number</b> (for questions)			
<b>Engine number</b>		<b>Genset serial number</b>	
<b>Engine operating hours</b>		<b>Operating hours of the affected component</b>	
<b>Date the damage occurred</b>		<b>Component installed since or on:</b> <b>Proof of installation</b>	<input type="checkbox"/> Commissioning
<b>Date of the last service call</b>			
<b>Component item number</b>	<b>Component name</b>	<b>Number of components</b>	<b>Serial No.</b>

**1. Malfunction description**

(what was damaged, how does the malfunction appear, what was the cause of the malfunction?)

**2. Course of events leading to the damage**

(Briefly list all the repairs performed in the last 1800 operating hours or attach the genset maintenance history)

**3. Work done** (see above for the brief listing / reference to time/cost)

**4. Time spent in hours (excl. travel)**

**Important!**

- Please attach a copy of the request and repair report to the allegedly defective component.
- Components returned without the warranty claim and repair report will not be processed.
- The warranty claim form must be completely filled out. Missing information will draw out processing times or cause the claim to be denied.
- Denied components will be destroyed four weeks after answering claimant if not otherwise indicated.
- The annex describes the parts to include.

**Name / signature of the claimant**

(To be filled out by TEDOM SCHNELL GmbH)

**Decision / explanation**

<b>Date of the expert report</b>		<b>Name</b>	
<input type="checkbox"/> Approved	<input type="checkbox"/> Courtesy	<input type="checkbox"/> ProRata	<input type="checkbox"/> Denied
<input type="checkbox"/> Credit note issued, no.:		<input type="checkbox"/> Customer informed on: _____	<input type="checkbox"/> By letter <input type="checkbox"/> By email <input type="checkbox"/> By phone

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**TEDOM SCHNELL GmbH**

Commercial register court:  
Ulm district court HRB 734778  
VAT no.: DE 30 83 09 074  
Directors: Klaus Badstieber, Tomáš Sameš

**Headquarters**

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Fax +49 2563 94978-10

**Contact**

info@tedom-schnell.com  
www.tedom-schnell.com

**Email the claim with all required documents to:**

[RMA-Bearbeitung@tedom-schnell.de](mailto:RMA-Bearbeitung@tedom-schnell.de)

**Documents to Provide with Warranty/ProRata Claims**

		Cylinder head	Engine	UI / injectors	Turbo charger	Gas-carrying parts	Water-carrying parts	Electrical components
Customer	Operating logbook	Required	Required	Required	Required	Required	Required	Required
	Water analyses	Required	Required		Required		Required	
	Oil analyses	Required	Required		Required			
	Gas measurements	Required	Required	Required	Required	Required		
	Fuel analysis		Required	Optional				
	Retained fuel samples			Optional				
Service Partner	Commissioning logs		Required		Required	Required	Required	Required
	Maintenance schedules with measurement logs	Required	Required	Required	Required	Required	Required	Required
	Maintenance history	Required	Required	Required	Required	Required	Required	Required
	Spec. component or general measurement logs	Required		Required	Required			
	Installation adjustment log for allegedly defective part	Required	Required	Required	Required			

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