

Service Information no. 210

Making a Claim

In order to make it even easier for our customers to fill in claims in our Web Claim System, we are pleased to present to you our latest and updated guide lines - explaining how to place a correct claim and how to return claimed broken parts.

There are 2 different types of claims – Claims for accessories and Claims for machines:

Accessories Claim, **No serial number required.**

Is used to claim external parts like hoses, guns, hose reels and nozzles.
In short - things **not** mounted inside the equipment – No serial number required!

Machine Claim, **Serial number needed.**

Is used to claim internal parts - parts mounted inside the equipment.
(All machine claims WITHOUT a serial number will be rejected). Serial number is always required!

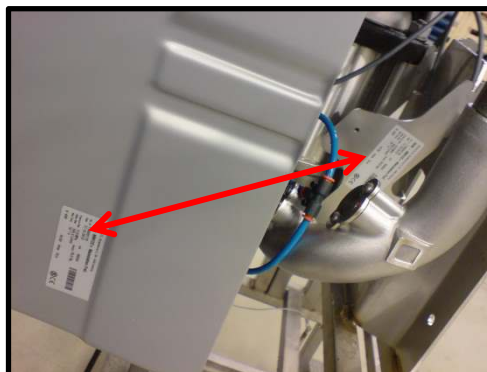
Where to find the serial number on a machine:

You can easily find the serial number of a machine on one of the 2 serial number stickers placed on the machine and the machine cover accordingly. (Older equipment only has one sticker inside the equipment)

Satellite



Main station



Returning claimed and broken parts to Nilfisk-ALTO Food Division:

When placing a claim in our claim system, always make sure to return the parts claimed to Nilfisk ALTO Food Division within 3 months from claim date.

After 3 months the claim is closed (you will receive a warning before this happens).

If the parts are returned after closure of claim, a new claim is required.

Furthermore, please always be aware to add in the claim the item numbers of all parts returned.

Best Regards

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