



Warranty portal information & use.

06 February 2023

To whom it may concern,

In this letter we kindly share useful information regarding the registering of machine warranties and the submitting of machine claims.

Warranty Registrations:

- 1- Warranties need to be registered within 14 days after delivery of machine to the end user.
- 2- Ensure that you have a picture of the serial number plate and machine before submitting.
- 3- Ensure that you have the Jupidex Invoice Nr for the machine before submitting.
- 4- Failure to submit a warranty registration on time will result in a void of warranty.

Warranty Claims:

- 1- Before loading a claim, ensure that you have all the following information on hand:
 - a. Warranty registration.
 - b. Pictures of the serial plate, machine and parts being claimed for.
 - c. Jupidex invoice for parts being claimed, in the case of a parts claim the replacement parts invoice will also be needed (2x Invoices).
 - d. A full and detailed description of the failure and repair in English.
- 2- After all the information listed in the point above has been attained, a submission can begin.
- 3- Ensure that all parts being claimed are loaded.
- 4- Ensure that Labour being claimed is entered.
- 5- Remember that only the Nett cost as per the invoice can be claimed and will be credited (not retail).
- 6- Parts that are not present on a claim or accounted for on listed parts invoices will not be processed.

We trust that the information in this document will ensure more ease of use with the Jupidex warranty system.

Kind Regards,
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Technical Manager



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