



WARRANTY WORK CLAIMS PROCEDURE
(revised April 2021)

*If your engineers have not attended the Snorkel training programme please contact the Ahern Ireland customer service team and we will arrange this as soon as possible for you. Unfortunately, we cannot authorise you to carry out any work on our behalf until your engineers have completed this training.

In the event of a breakdown on a Snorkel or Ruthmann Bluelift machine **within the warranty period (two years from purchase)** **You must inform** the Ahern Ireland Service Coordinator Angela Murray on +353 (0)1 588 1040 to report the problem. The following information will be required to log a breakdown call; -

- o Machine model
- o Machine serial number
- o Machine location
- o A brief description of the fault

The service coordinator will register the breakdown and confirm that the machine is still under warranty. Assuming the machine is covered by warranty an Ahern Ireland engineer will be scheduled to visit the machine, you will be advised by the coordinator when that will be. Any warranty claim submitted that has not been logged prior to work being carried out will not be accepted by Ahern Ireland.

In the unlikely event we cannot send an Ahern Ireland engineer to attend, Ahern Ireland will authorise you to send one of your own company engineers to attend the machine* Please follow the **"customer authorised to attend procedure"**. If you do not receive authority to attend the breakdown by Ahern Ireland but still choose to send one of your engineers to attend the machine, this may affect your warranty claim.

Customer authorised to attend breakdown procedure

If Ahern Ireland have authorised you to attend the machine breakdown, but your engineer requires some further technical assistance to diagnosis the fault, please contact the service coordinator again who will arrange for one of the Ahern Ireland engineers to make contact and help diagnose and rectify the fault by telephone. We would add that we are happy for one of our service engineers to make contact with you at any point during this process in order to help resolve the issue.



In the event that an Ahern Ireland engineer has not attended the breakdown and parts are required. These can be organized by contacting the parts department on +353 (0)1 588 1040 where upon they will send you a customer parts order form, once completed, please return to the parts department. We will require a reference/PO number in the interim in order to put the parts order through our system. Please note that the part number will be invoiced. Upon receipt of the job sheet and the completed warranty sheet, the cost of the part will be credited by the warranty department.



In the event that an Ahern Ireland engineer did not attend the breakdown, once the job is completed and the machine is working satisfactorily, to enable the warranty claim to be processed and accepted please forward both your job sheet and the completed (attached) warranty claim form to our service coordinator in Ahern Ireland within 21 days of the day of repair.



Ahern Ireland will credit the cost of the repair you have carried out on your Snorkel or Ruthmann Bluelift machine which is still covered under warranty to your account using the following formula: - €50.00 per hour for labour. Mileage is not covered. Travel time @ €45 per hour up to 3 hours (total).



Please note that all faulty parts must be photographed, and photos emailed to the service coordinator at Ahern Ireland at angela.murray@ahernireland.ie and available for inspection for a period of 90 days after the replacement part has been sent. Please ensure that you have read the Terms & Conditions to be clear about what is covered under the Ahern Ireland warranty prior to completing a claim form.