

MQ POWER ~ Service Warranty Dept.
2120 University Drive
Rancho Dominguez, CA 90746
(310) 537-3700 • FAX (310)-638-8046



MQ POWER SERVICE WARRANTY PROCEDURE

1. Customer to contact MQ Power (MQP) service warranty department with unit model number, unit serial number and total run time hours. Briefly detail the nature of the failure. Provide appropriate contact information (ie: name, telephone, fax)
2. MQP will verify the date of sale or in-service date and evaluate the validity of the warranty claim.
3. MQP will contact the customer and fax warranty claim form including the assigned Warranty Request Claim (WRC) number.
4. MQP may ask the customer to return defective parts along with the completed warranty form and a copy of the invoice for new parts purchased. Parts are to be shipped Freight Prepaid to MQP within 30 days of opening the claim. If parts are not returned within 30 days of opening the claim, MQP will send a second request for the parts to be returned. If no parts are returned, the warranty claim could be denied. Unless there are extenuating circumstances whereby prior arrangements have been agreed upon, MQP will send a final notice of warranty denial.
5. Upon receipt of failed items, MQP will inspect the parts and notify the customer of warranty determination.
6. MQP is not responsible for loss of rental or replacement rental while customer equipment is being evaluated and/or repaired.
7. ALL ENGINE CLAIMS need to be handled through the local authorized ENGINE DEALER. MQP may be able to assist with locating a dealer. If a local Engine Dealer is not responsive, please contact MQP for assistance.

NOTE: Issuance of a warranty claim form or authorization to return parts to MQ Power for warranty inspection does not express or imply warranty approval.



MQ POWER CORP.
A DIVISION OF MULTQUIP INC.
2120 UNIVERSITY DRIVE
RANCHO DOMINGUEZ, CA 90220
PHONE: 800/835-2551
FAX: 310/638-8046

WARRANTY REQUEST

MQ POWER ONLY - DO NOT COMPLETE

INSTRUCTIONS

1. **COMPLETE ALL ITEMS INDICATED ON THIS FORM!**
2. Attach a copy of Invoice for new parts purchased.
3. Return Warranty Request Form and Failed Components to MQ Power Corp. within 30 days.
Freight must be prepaid.
4. Please use attached Shipping Label for returning part(s).

SAP NUMBER:

REQUEST DATE:

AUTHORIZED BY:

UNIT MODEL:

UNIT SERIAL:

PURCHASE DATE:

UNIT HOURS:

CUSTOMER INFORMATION

CUSTOMER ACCOUNT #:

CUSTOMER NAME:

ADDRESS:

CITY / STATE / ZIP

CONTACT NAME:

TELEPHONE NUMBER:

FAX NUMBER:

CUSTOMER R / O:

ITEMS TO BE RETURNED

QTY	PART NUMBER	DESCRIPTION

DETAILS OF FAILURE (CUSTOMER COMPLETE IN FULL)

COMPLETED BY:

FAILURE DATE:

REPAIR DATE:

LABOR RATE:

HOURS:

DO NOT WRITE BELOW THIS LINE - TO BE COMPLETED BY MQ POWER CORP.

☐ WARRANTY ☐ POLICY ☐ REJECTED ☐ OTHER _____

DATE PURCHASED:

INSPECTION RESULTS:

INSPECTED BY:

DATE:

revised 02/04/03



Warranty
Request
Claim

MQ POWER
2120 University Drive
Rancho Dominguez CA 90220
Phone: 800/421-1244
Fax: 310/638-8046

SHIPPING LABEL FORM

Dear valued MQ Power customer,

We have included a mailing label for your use when returning suspect components to **MQ Power** for warranty inspection and processing.

This shipping label has our address and your Warranty Request Claim # to help ensure faster processing.

Please add your **address label** for easier package identification and control.

Thank you for your time and consideration.

Fold Here

From:

To:

MQ Power Warranty Dept.
2120 University Drive
Rancho Dominguez, CA 90220

WRC# _____