

# **RHP Tech Talks**

## **August, 2024**

### **12 Warranty Procedure Tips to Expedite your Warranty Claim**

The following are some reminders and issue procedures that would be helpful to those who file the claims and to us if followed:

1. When sending additional information on a previously filed claim, **it's important to respond to the automatic email you received after you filed the claim.** This ensures the "new" information goes to the correct case. Starting a new thread creates a new case and we sometimes cannot tell which case that information belonged to.
2. If you need to **add a part, add a request for labor reimbursement or ask for any change to a claim previously filed,** clearly communicate that by **responding to the automatic email you received** (see 1 above). **There is no need to file another claim.**
3. If you need more than one part number shipped to you, submit a list of all parts needed in the description of the problem. **You do not need to file multiple claims. Same thing applies if you have more than one unit with the same issue.**
4. Serial numbers are essential, especially in avoiding mistakes with needed parts. If possible, **provide the serial number for the unit or for the unit the part in question is used on.**
5. Pictures are always helpful, especially on log sets. They quickly demonstrate if there is anything obvious that could be causing the problem you have.
6. **Date of purchase** (by end user) **is important** - please provide it or provide an estimate.
7. When reporting a gas leak, **specify where the leak is coming from** – is it a leak through the valve to the burner when the valve is closed? Or a leak from valve/burner to outside the unit? A bit of soapy water can assist you in determining the approximate leak area.
8. **Grease fires** are not covered under warranty.
9. **Rust and/or discoloration** are not covered under warranty, unless the unit is not working properly because of it.
10. **Wind issues** are not covered under warranty.
11. If there is a problem that a tech is having with a unit, have them call us when they are near the unit - **we give priority to calls from techs that are on-site working on a problem.**
12. All Real Fyre valves have a temperature indicator that changes color if the valve is subjected to excessive heat. **If a returned valve has an indicator that shows that it had overheated or if the indicator is missing, the warranty will be rejected.**

