

**Product Support**  
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**PRODUCT SERVICE NEED ARISES**

Submit details via [Online Service Request Form](#) or visit [www.euroquip.co.nz](http://www.euroquip.co.nz). Please ensure you have the following information handy:

- Make & model of machine
- Invoice/docket number
- Repair ID number
- Invoice date
- Serial number
- Fault with machine

Euroquip customer service team will respond with service case number & service agent details if applicable or an alternative solution

Reseller to send product to service agent with service case number

Service agent to diagnose problem

Service agent to advise Euroquip of diagnosis

**EUROQUIP TO DECIDE WARRANTY OR NO WARRANTY**

**YES**

**WARRANTY**

Upon receipt of confirmation that machine is within warrantable period, Euroquip advise service agent to continue repairs and to advise Euroquip upon completion of repairs

Upon completion of repairs and confirmation from service agent, Euroquip advises the machine is ready to collect or arranges for the machine pick up and delivery to the reseller

Reseller to advise the end user that the machine has been repaired and is ready for collection

**NO**

**NON-WARRANTY**

Euroquip to advise the reseller that the repair is not a warrantable item and seek instruction on how to proceed

Reseller to advise the end user and seek instruction on how to proceed

Reseller to engage with the service agent directly on how to proceed