

Warranty Claim Procedures – Call 1-800-367-8067

Control Techniques Technical Support Department authorizes warranty claims. A warranty claim may be fulfilled by

- 1) Technical Support solving problems over the phone.
- 2) Customer returning the product for expedited warranty repair.
- 3) Exchange of defective product (either Reconditioned or New)

Technical Support requires the following information to authorize shipment of a replacement drive.

1. The Drive model number, serial number and a statement of what is wrong with the unit are the three details that are required for each item to be replaced.
Note that not all CT products are covered by a replacement option. In general, the physically larger products are covered by a field repair policy.
Also note that Technical Support makes every attempt to determine that the unit is, in fact, defective. Some problems are obvious and require no further qualification with a technician. Other problems are subtle and Technical Support will want to work with a technician to resolve these incidents.
2. A valid shipping address is required. CT Service Center can and does drop-ship replacement drives directly to end-user addresses for OEM and VAR accounts.
3. Control Techniques ships warranty replacements via “ground” on a no-cost basis.
The CT Service Center can and does ship by other means, when requested, and then bills the cost of these additional charges/services.
The CT Service Center also can directly charge a customer’s Air Carrier account.
4. A contingent Purchase Order is required to control and track the transaction.
This PO is used to recover additional shipping expenses incurred at a user’s request (like airfreight charges).
This PO is used to bill any Re-certification fees, when appropriate. If the equipment is found not to be defective, the re-testing/re-certification fee will apply.
If the CT Service Center does not receive the defective unit within thirty (30) days, the warranty replacement is billed as a sale and the customer PO is used for billing purposes. Note that repeated attempts are made to contact the user and rectify the situation prior to this being done.

Control Techniques ships reconditioned / re-certified product for warranty replacement.

The exception is for out-of box failure. New product is drop-shipped as replacement for out-of-box failures.

Out-of-box is defined as within 2 weeks of start-up / commissioning.

Note that the customer must not be on credit hold. A failure on a CT product within the warranty period can only be returned to the CT Service Center for evaluation and repair, if a customer is on credit hold.