

CUSTOMER WARRANTY PROCEDURES HANDBOOK

Keeping you on the move



DENNIS EAGLE LTD
DESIGNED WITH YOU IN MIND

Introduction to warranty

Now that you have purchased a Dennis Eagle truck, you have the peace of mind knowing that you have invested in a vehicle that has the highest standards of engineering and the latest technology.

With our seven service centres located throughout the UK coupled with our Warranty department located at Warwick Headquarters, our aim is to ensure that in the event of component failure of a Dennis Eagle manufactured Chassis, Body or Binlift, your vehicle will be repaired with minimum disruption.



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Service Network

The Dennis Eagle service centre network includes 38 mobile engineers countrywide to ensure you receive a world class service.

Scotland

Unit 10 Forbes Court
Middlefield Industrial Estate
Falkirk
SCOTLAND FK2 9HQ
Tel: 01324 612 444
Fax: 01324 612 445
falkirk@dennis-eagle.co.uk

Manchester

Units N5 / N6
Central Park Estate
Trafford Park
MANCHESTER M17 1PG
Tel: 0161 872 8741
Fax: 0161 877 9445
manchester@dennis-eagle.co.uk

South Wales & The West

Unit 3, Merthyr Tydfil Industrial Park
Pentrebach
GLAMORGAN CF48 4DR
Tel: 01443 691 075
Fax: 01443 692 575
merthyr@dennis-eagle.co.uk

Croydon

Unit 1, 19 Commerce Way
Commerce Business Park, Croydon
SURREY CR0 4YL
Tel: 0208 662 4500
Fax: 0208 662 4518
croydon@dennis-eagle.co.uk

County Durham

North East Service Centre,
Coundon Industrial Estate
Bishop Auckland
County Durham DL14 8NR
Tel: 01388 451 979
Fax: 01388 450 175
coundon@dennis-eagle.co.uk

Leeds

Ashfield Way
Whitehall Estate
Whitehall Road
LEEDS LS12 5JB
Tel: 0113 224 4330
Fax: 0113 224 4333
leeds@dennis-eagle.co.uk

Walsall

Unit 4, Beecham Business Park
Northgate, Aldridge, Walsall
WEST MIDLANDS WS9 8TZ
Tel: 01922 741 900
Fax: 01922 741 925
aldridge@dennis-eagle.co.uk

London

Unit 82 Roding Road
London Industrial Estate
Beckton
LONDON E6 6LS
Tel: 020 7511 5600
Fax: 020 7511 9136
beckton@dennis-eagle.co.uk

Warranty Department

Heathcote Way
Heathcote Industrial Estate
WARWICK CV34 6TE
Tel: 01926 316 000
Fax: 01926 430 915
warrantyadmin@dennis-eagle.co.uk

Contents

- **Registering warranty**
Who to phone and what information is required
 - **Out of hours warranty**
What help is available
 - **Self warranty**
How to register
 - **Parts warranty**
How to register
 - **Collection of parts**
How to arrange
 - **Responsibilities of the customer**
 - **Warranty Checks**
- 

Registering Warranty

When a warrantable fault occurs the customer must contact their local depot to register the failure. For customers who's areas are not covered* by depots they must contact the Warranty department at Warwick.

The depot will require the following information:-

- **The fault**
- **The chassis number**
The plate with this information is located on the drivers seat mounting
- **Or the order number**
For bodies on a non Dennis Eagle chassis
This can be obtained from the CE plate located below the access door

The depot will arrange for any parts to be ordered and for the work to either be carried out at the depot or on the customers site free of charge.

For information on areas that depots cover please Contact Warwick Warranty Department.

* Areas covered by Warwick Warranty Department

Northern Ireland

Eire

Isle of Man

Isle of Wight

Channel Islands

Mainland Europe



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Registering Warranty

Where a Dennis Eagle Service Engineer carries out the warranty work it will be the engineer's responsibility to manage the return of those parts. In circumstances where the parts for return would be deemed too large for the engineer to manage, alternative transportation will be organised by Dennis Eagle.

In these circumstances the customer will be requested to ensure that the part is kept safe and free from further damage until such times as alternative transport is arranged.

Warranty work can be undertaken by the customer only when they have been approved to do so by Warwick Warranty Department. The customer will receive the parts free of charge and will be expected to carry out the work within 7 days of receipt of those parts. It is the customer's responsibility to arrange collection via the depot or the warranty department.

For further details please see Self Warranty and Collection of Parts sections.

Registering Warranty

Out of hours warranties

It is the customer's responsibility to ensure that when a Warrantable failure happens outside of depot opening times and the customer can carry out the repair before the depot re-opens, they must contact the depot for a warranty authorisation number at the next available opening time, however should you need technical advice outside of opening times the calls are diverted to an engineer to assist you.

Depot opening times are:-

8.00am – 6.00pm Monday – Friday

8.00am – 1.00pm Saturday

Areas not covered by depots

Where customer's contact Warwick Warranty Department they must do so by emailing or faxing the Warranty Request Form* this will then be returned with a warranty number and where appropriate an MDL** order number for any parts needed, the parts will be delivered the next day unless otherwise informed.

Where a warranty request is rejected the form will be returned complete with rejection information.

* Should you require a template warranty form please contact the warranty department.

** This is the confirmation order number for the parts.



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Self Warranty

All customer's must be approved and registered by Warwick Warranty Department. The self warranty agreement (overleaf) will be sent out for signature. Once the signed agreement is received by Warranty they will furnish the customer with a SW (self warranty) number and send a batch of:-

- White Warranty Tags
- Yellow Bar Coded Labels
- Self Claim Forms (only applicable to vehicle warranty failures)

The SW number should be quoted to the depot when requesting a self repair.

All registered customers must:-

- only carry out self repair with depot authorisation
- have at least one member of staff who is DE trained
- have a signed agreement
- arrange collection of old units within 20 days
- fill in and return the appropriate warranty forms for each repair

Dennis Eagle reserves the right to refuse self warranty and to carry out the work themselves, for full terms and conditions please see Dennis Eagles Warranty Brochure.

Self Warranty Agreement

The customer must contact their local depot to inform them that a warrantable failure has occurred before carrying out any work. Should the failure occur outside of depot opening times the call must be made at the next available opening time.

The depot will give the customer a warranty number and send any parts needed. The customer should have.

- **White Warranty Tag**
- **Yellow Bar Coded Label**
- **Self Claim Form** (only applicable to vehicle warranty failures)

It is the customer's responsibility to arrange collection of the old unit within 20 days of failure. The White Label should be fully filled in and attached to the used part, and the Yellow Label affixed on the outside of the box. You should then contact Warwick Warranty Department to register the collection.

The recharge labour rate and hours should be agreed with Warwick. The self claim form should be filled in and the yellow copy attached to the invoice and sent to Warwick Warranty Department.

Dennis Eagle reserves the right to contest labour hours. For confirmation of warranty cover please refer to Dennis Eagle's warranty terms and conditions. Failure to comply with set procedure could result in rejection of warranty claim.

Company

Signed

Printed

Date



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Parts Warranty

Where a customer has purchased a part for a failed item that is outside the vehicle warranty and then fails within the supplier's agreed warranty period, the customer will be expected to purchase the new replacement part via his/her own account.

The customer must then register the part with Warwick Warranty department within 7 days of the failure.

The following information will be needed to register:-

- Customer account number
- Original Invoice or advice note number
- Part details
- Vehicle details of which the part was fitted
- Date fitted
- Date failed
- Failure details
- Mileage since fitting
(only applicable to driveline components)

The Warranty Department will send the customer the appropriate labels to enable them to arrange collection of the failed unit.

A credit will be issued to the customer on acceptance from the supplier. Should the supplier reject the item and gives evidence for the reason for rejection then that information will be passed onto the customer who will stand the cost.

The credit will be limited to parts only, for full terms and conditions please see the Dennis Eagle Warranty Brochure

Collection of Warranty Parts

When a failed part has been removed and is ready for collection, you will need the following items:-

- **White Warranty Tag**
- **Yellow Bar Coded Label**
- **Self Claim Form** (only applicable to vehicle warranty failures)

Should you require any of these items please contact either you local depot or the Warranty department.

The customer should label up the old unit with a white warranty tag ensuring it is filled in fully & correctly and either, package up the part or secure it to a pallet. Attach a yellow bar coded label* to the outside of the package and contact either their local depot or the Warranty Department to arrange the collection quoting the label and WR number(s)

For transportation reasons and to prevent any contamination please ensure items are cleaned and all fluids have been drained from used parts and where appropriate plugged before returning

The package should be collected within 7 working days of the phone call. In the unlikely event this does not happen please contact the Dennis Eagle Warranty Department.

* If there is more than 1 warranty part in a package only 1 yellow bar coded label is needed on the outside.



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Customers Responsibilities

The customer is responsible for the performance of regular maintenance servicing as specified in the Dennis Eagle Ltd **or their Supplier's** literature applicable to the product. Failure to suitably maintain the product in accordance with good engineering practices will render the warranty claim invalid at the Company's discretion.

Warranty consideration will only be given providing the customer advises and complies with Dennis Eagle's warranty procedure. No repair, dismantling or replacement of parts should be carried out without obtaining authorisation from the local Dennis Eagle depot by issue of a warranty number. Failure to comply will render the claim invalid.

Where a rejection by the supplier on a warrantable item is made and that the rejection is supported with factual evidence, the customer will be furnished with that evidence and in return Dennis Eagle will require a Purchase Order to cover the cost of repair, which could include both parts and labour dependant upon where and by who the repair was made.

Customers Responsibilities

The owner or operator shall provide the Company with any information reasonably required, such as servicing records, to confirm the vehicle is being adequately maintained. In the event of failure to comply, the Company shall be entitled to render all warranty invalid.

The following component categories are deemed serviceable and as such are excluded from warranty cover. Electrical fuses and bulbs, windscreen, side glass, slide blocks, antifreeze, hydraulic and lubrication oils, all filter elements.

Prior to the vehicle entering each 12 month warranty period, or at any other time the Company sees fit, the owner or operator shall allow access to Dennis Eagle personnel as practicable to carry out safety inspections at no customer expense. Any defects or maintenance shortfalls found should be addressed within a mutually agreed timescale at the customer's expense.

For full information on Dennis Eagles warranty terms and conditions please refer to your Warranty Brochure.



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Warranty Checks

At mutually agreeable times Dennis Eagle will attend the customer's site to carry out Warranty checks.

All connections and hoses will be checked for leaks, routing and security on the:

- Engine
- Gearbox
- Axles
- Induction System
- Exhaust System
- Hydraulic System

Checks will also include:

- Sweep and Pack mechanisms
- Fluid Levels
- Grease points
- Overall Cleanliness/House Keeping
- Vehicle Service records

The Warranty checks will be followed up with a report which will be sent to the customer detailing the findings.



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Heathcote Industrial Estate

Warwick CV34 6TE

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