


# Cutting Through the Confusion

## How to breeze through a warranty claim

Trying to process your warranty claim with Eurocopter Canada Limited should not be a difficult or frustrating process. Our customer support staff is here to help. Please refer to these simple instructions on how to properly complete a Eurocopter Canada Limited warranty claim report in order to ensure swift action from our staff. If you have any questions, please do not hesitate to call!



**eurocopter**  
an EADS Company

Eurocopter Canada Limited  
1100 Gilmore Road  
P.O. BOX 250  
Fort Erie, Ontario, L2A-5M9  
Tel. (905) 871-7772 Fax (905) 871-3599

## Warranty Claim Report

**RMA No.**

**SUBMITTED BY:**

Company \_\_\_\_\_

Address: \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Contact \_\_\_\_\_

Customer Ref.No \_\_\_\_\_

Mo.	Day	Yr.

**WARRANTY CLAIM:** Complete if you are requesting warranty adjustment.

☐ Warranty Credit for Replacement Part

☐ Credit for Local Repair (Prior approval req'd)

☐ Mfg. Warranty Repair

☐ Other (Specify) \_\_\_\_\_

When warranty adjustment is for local repair: Attach copy of repair invoice.

**AIRCRAFT DATA:** Complete all sections if reported part has been installed. If reported part is a spare not installed, complete only MFG/Model and enter "Spare" in s/n# block.

MFG/Model	Registration #	Serial Number	Delivery Date	Hrs at Delivery	Hrs at Occur

It is essential that we have the following information to expeditiously process your claim.

1. **The RMA (Return Materials Authorization) number: this number is obtained from ECL warranty or parts personnel as soon as you advise us of a potential defect or order a replacement for the part you want to submit for warranty.**
2. **The customer reference number is whatever number you assign within your company to track your warranty claims**
3. **Please ensure all customer information is accurate, including the individual within your organization with whom ECL can review the warranty claim as we process it.**
4. **Please fill in the month, day and year you are making the claim, and, directly below, tell us when the defect was discovered**
5. **If you are claiming a credit to your account because of a defect, or for pre-authorized repair work you had to effect, fill in this portion of the form**
6. **This information pertains to the aircraft on which the part was installed. The hours at occurrence is an extremely important piece of information for ECL warranty staff.**

**REPORTED PART DATA:**

Required for all submittals. Note: A complete historical record must accompany this submittal for any part with a scheduled retirement or O/H interval.

QTY	Part Number	Part Name		Serial Number	Part Hrs at Occur		
Original Equipment	<input type="checkbox"/> Yes <input type="checkbox"/> No	If No Complete	P.O.	Sales Order	Date Received	Total A/C Hrs at Install	Install Date
<b>SHIPPING DATA</b> Complete only if reported part has been returned.			QTY	Waybill Number	Carrier	Date Shipped	
<b>MANDATORY:</b> Service difficulty report issued? <input type="checkbox"/> Yes <input type="checkbox"/> No							

**Reason for****Signature:****Date:****REPLACEMENT PART DATA:**

Complete relevant information for the part installed.

QTY	Part Number	Serial Number	P.O.	Sales Order	<input type="checkbox"/> Reconditioned <input type="checkbox"/> New	Part Time: _____
<b>SHIPPING DATA</b> Complete id replacement part has been received		QTY	Waybill Number	Carrier	Date Shipped	

**EUROCOPTER CANADA USE ONLY**

Received By	Date	MRB Number	Verified by
			Signature

--Eurocopter Canada Limited offers no warranty with respect to turbine engines, tires, ignition apparatus, batteries, instruments, trade accessories, and equipment items of parts manufactured by manufacturers other than Eurocopter. Normal wear and tear of parts such as seals, tires, inner tubes, bulbs, packing and similar consumable parts is also excluded from warranty.--

For further information, please contact

Customer support Warranty  
Eurocopter Canada Limited  
P.O. Box 250, 1100 Gilmore Road  
Fort Erie, ON L2A 5M9 Canada  
1-905-871-7772 Fax (905) 871-3599

7. Correctly reporting the information required in the "Reported Part Data" portion of the claim is critical. Most of this information can be found on your original parts invoice, which ECL would have sent to you upon purchase. The invoice information will detail the quantity of parts ordered, the sales order number for the part, the part numbers etc. If the part does not have a serial number, write "NSN" in this box. Please ensure that you include your original purchase order number for the part (which can also be found on your invoice), the hours the part had at occurrence, the date it was installed and the total A/C hours at installation.

8. The section headed "Reason for report" should contain information which details how and why you believe the part is defective. Indicating if the defect is mechanical or electrical, please advise us of this information. If the problem is an intermittent one, that can be a big help to us. If the part is simply worn, you may wish to say something like: "Worn beyond limits".

9. Sign and date the claim, then fill in the pertinent data for the replacement part. Please remember that Eurocopter Canada requires that you return any part within four weeks of the discovery of any defect. Failure to do so will result in ECL refusing to honour the claim.

10. We will confirm your warranty claim as soon as we receive it and begin processing it by issuing an MRB (Malfunction Review Board) Number. This number will be at the top right hand corner of our confirmation, which you will receive by fax. It is the number ECL will use to track your warranty claim. Please refer to this number in your future correspondence and discussions with ECL about your claim.