

SERVICE BULLETIN

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TO ALL AUTHORIZED SERVICE AGENCIES

SUBJECT: ON LINE WARRANTY SUBMISSION

- Each day an increasing number of our Authorized Service Agents are using their password to access our secure website for the purpose of submitting and tracking their warranty claims. If you haven't tried this yet, or need your logon ID or password, or any other kind of assistance, please contact Lucy Witcher in our Technical Service Department, lucy.witcher@ajantunes.com.
- **In order to quickly and correctly communicate any issues, we need several e-mail addressees, one for your Company's primary contact, for Bulletins, Owner's Manuals, etc., and another contact for warranty. If we do not have a warranty contact, all information will be routed to your "primary contact".**
- Please remember that unless you receive an e-mail confirming proper receipt of your claim, it is not complete. Maybe the serial number is not valid, or maybe there's a digit missing for the part #. In any event, when something is incorrect or incomplete that area will be highlighted and only after it is corrected will you receive the message that that claim has been successfully submitted.
- Any warranty claim from a North American Service Agent that required a part with a net cost of \$50.00 or more to be installed will be delayed until we get back that part(s) for our analysis.
- For those agencies who have not yet tried this method of warranty submission, we encourage you to try it. Like most things that are new, this may seem strange at first but once it's done you'll surely see the advantages.
- Finally, attached is another copy of our bulletin detailing the information about electronic warranty submission; after reading it, if you still have any unanswered questions please feel free to contact the Technical Services Department