CUSTOMER WARRANTY CLAIM FORM

Use this form to report a potential warranty issue. Please do not return equipment until Rising Edge Automation provides return instructions.

The three-year Rising Edge warranty runs from the date of delivery. An unrelated repair or modification does not automatically invalidate the warranty; we assess whether an excluded event caused or materially contributed to the claimed fault.

1. Customer Details

Organisation / Company _____

Contact Name _____

Job Title (optional) _____

Email Address _____

Telephone Number _____

2. Product Information

Training System / Configuration _____

Product Serial Number _____

Order / Invoice Reference _____

Date of Delivery (if known) _____

Purchased From / Distributor _____

3. Fault Details

When did the problem first occur?

Please describe the fault and what you were doing when it occurred.

Fault behaviour: [ ] Constant [ ] Intermittent [ ] Unable to reproduce

4. Relevant Checks and Product History

Tick the items you have checked or provide details where relevant. These questions help diagnosis and do not by themselves determine warranty eligibility.

[ ] The specified power supply/power arrangement is being used.

[ ] External cables and connections have been checked.

[ ] PLC and HMI communication connections have been checked where relevant.

Please describe any previous repair, modification, wiring change or third-party equipment connected to the system that may be relevant to this fault.

5. Supporting Information

Please attach where useful: [ ] Product photos [ ] Fault photos/video [ ] Error screenshots [ ] Serial-number photo [ ] Purchase/delivery documentation

Additional information

6. Declaration

I confirm that the information provided is accurate to the best of my knowledge. I understand that Rising Edge Automation may request additional information or safe troubleshooting before the claim can be assessed.

Name _____

Signature _____

Date _____

What Happens Next

- We acknowledge and review the claim.
- We may request additional information or simple troubleshooting.
- If inspection is required, we provide return instructions.
- If covered, we provide an appropriate repair, replacement or other remedy in accordance with the warranty and applicable rights.

Submit to: support@rising-edge.co.uk
Support: https://rising-edge.co.uk/support