
WARRANTY PROCEDURE

File a Warranty Claim

Calling customer service may institute a warranty claim. At that time you will be asked to provide:

- your name and facility name
- your phone, fax number, email address
- **the serial number of your product**, and
- the nature of your problem

Having the above information available at the time that you call will speed the process. In order to provide prompt accurate service it may be necessary to request further information about the chair function to accurately define the problem.

Warranty Coverage

Your coverage is per the Champion warranty. A copy of the current warranty was provided with this manual for your convenience. Please read this document.

Warranty Does Not Apply If:

- Repairs have been made that were not authorized or under the direction of Champion Manufacturing, Inc.'s service department.
- Required repairs are due to normal wear and tear.
- Product has been abused, improperly used or maintained.
- Alterations have been made to the chair.
- Improper cleaning agents have been used.
- Repairs have been made with parts other than Genuine Champion repair parts.

Whether your claim is covered under warranty may not always be determined at the time of your call. Where the possibility of improper use exists, a determination will be made upon receipt of damaged components or product. In these cases components or product will be shipped with the express understanding that if damage is not covered by warranty **all costs are the responsibility of your facility.**

Note: Shipping charges are not covered under warranty with the exception of provable shipping damage.

SERVICE INFORMATION

The mission of the Service Department is to get your chair up and running as quickly as possible. It is critical that the Service Department know what product you have, and exactly what is wrong with the product. If you have questions or problems, you should never hesitate to call for assistance: 800-998-5018.

The most timely and cost effective way for your chair to be repaired is for the Service Department to work with your maintenance department or equipment technician.

Determining the Problem

What is wrong with the chair should be determined by troubleshooting. The Service Department will assist you with this by asking you questions about the chair function.

Serial Number

The chair serial number identifies the precise configuration of your chair; this is critical to receiving correct components and instructions. **This number is required to process your request.**

The serial number is located in the back of the chair on the lower left side on the label entitled Champion Manufacturing -Serial #xxxxxx.

PARTS IDENTIFICATION

To identify worn or damaged components please refer to appropriate product schematics.

To obtain repair part numbers refer to the parts listing key using the schematics page and item number.

Parts orders may be placed by using the convenient fax order form in this manual or by calling Customer Service 800-998-5018.

When placing an order by phone you will be asked to provide:

- your name and facility name
- your phone, fax number, email address
- the serial number of your product, and
- the nature of your problem

Having the above information available at the time you call will expedite the process. In order to provide prompt, accurate service it may be necessary to request further information about the chair function to accurately define the problem.

SERVICE PARTS FORM

Please duplicate form for use

Ship to:

Facility: _____

Address: _____

City: _____ State _____ Zip _____

Telephone: (____) ____ / _____ Fax : (____) ____ / _____

Shipping instructions:

Ground: _____

3rd day: _____

2nd day: _____

Next day: _____

Reminder: if no shipping choice is made, the least expensive way will be used.

Bill to:

Facility: _____

Address: _____

City: _____ State _____ Zip _____

Order placed by:

Name: _____

Phone: (____) ____ / _____ Ext.: _____

Email: _____

Purchase order #: _____

**No order will be processed
without a P.O. & SN number.**

Model number: _____ Serial number: _____

Part number	Page no. / part no.	Quantity

**Champion Manufacturing, Inc.
2601 Industrial Parkway
Elkhart, IN 46516
Phone: 800-998-5018 fax: 574-293-5760**

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.