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HOW TO USE THIS QUESTIONNAIRE

FOREWORD

At Dinamic Oil we strive to offer the best Product and Quality Service to our Customers. Nevertheless mechanical issues can occur and we apologize for the inconvenience.

To resolve these issues we have structured our Quality Control and Service Departments with user friendly procedures designed to process all Non-Conformities quickly and efficiently.

We ask that you help us by providing essential information to identify the product, understand the problem and how it occurred.

After you submit your claim we may request some additional information or contact you directly. Yours Sincerely, Dinamic Oil.

FILLING OUT THE QUESTIONNAIRE

Please complete the white boxes found on page 2 of the questionnaire.

We require 4 key pieces of information to start the process:

- 1) Your contact information.
- 2) Choose either, Service Repair or Non Conformity Claim. Provide PO or Claim Number.
- 3) The Product Identification Data (Code, Serial Number) - Pictures are recommended.
- 4) A brief description of the issue and how it occurred.

Send the completed documents to "SERVICE.USA@DINAMICOIL.COM"

If you have a Non Conformity, the "Non Conformity Codes" section is divided into categories and problem type. Please, select the codes most appropriate to your case. Or add more detail in the "Other (Describe)" line.

If you are requesting a Repair or Service Work. In the "Problem(s) Description" section please describe the issue in detail.

In the "Additional Information" Section you will find questions aimed at collecting important details about this case.

The "Tests Performed" section for hoists is helpful to understand the root cause of the issue. If possible, please perform the test and fill out the related boxes. The hoist troubleshooting document available on line can assist. www.dinamicoil.us/Services

FILL OUT AND SUBMIT - WE WILL TAKE CARE OF THE REST

After receiving your NC or Repair request at service.usa@dinamicoil.com we will complete the form and send you back a confirmed RGA#. Please sign, date, print a copy of the document and attach it to the product being shipped back to Dinamic Oil. Upon receipt we will inspect it, assess the damage and file a Failure Analysis Report. Our Operations Department will contact you when the Report is complete to discuss the warranty, repair or disposal of the product.