



## **New simplified Warranty Service Policy speeds processing of warranty repairs:**

It is the policy of Greenlee Textron to meet or exceed customer expectations. In support of this policy, Greenlee Textron has implemented a new Limited Warranty Service Policy:

"Goods manufactured by Greenlee Textron will be free from defects in workmanship and material for a period of one year from the date of user purchase, provided such goods are installed, operated, used and maintained in accordance with Greenlee's written instructions.

Proof of Purchase will no longer be required for serial numbered tools if the tool was manufactured within eighteen months prior to the time service is required.

All other tools without serial numbers will be free of defects in workmanship and material for twelve months from date of purchase, but will require Proof of Purchase."

For questions regarding this policy, contact: Customer Support · 1-800-435-0786

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How do I have product repaired?

If you need to send in your Test/Masurement product for calibration, repair or warranty service, please click the link to our RM Request Form.

Once you have completed the form, you have the option of either faxing the form to 760-598-5634 or e-mailing to [Temporepair@greenlee.textron.com](mailto:Temporepair@greenlee.textron.com).

Our Customer Support department will supply you with your RM number in approximately 24 hours. To return a Testing & Measurement product for Warranty, Repair / Service or Calibration, select the link below and follow the instructions on the form.

### **RM Request Form**

(Please fill out form completely to ensure a quick turnaround)

If you require further assistance, please contact:  
Customer Support: 1-800-642-2155