

Replacing products

HUNTER INDUSTRIES

Built on Innovation®

Technical Support Training March 11, 2024

Hunter®



Objectives

AT THE END OF THIS MODULE, YOU WILL BE ABLE TO:

- 1. Define the criteria for replacing products**
- 2. Guide the customer through a series of Q&A's to determine if the replacement is facilitated by a channel partner, Hunter or purchased by the customer.**
- 3. Understand the differences between Goodwill and Warranty as defined in Salesforce Case fields.**
- 4. Update a Contact record**
- 5. Fill out a shipping request using the new process**

NOTE: This training is after it has been determined via troubleshooting that a product needs replacing.

Define the criteria for replacing products

If a product requires replacement the technician will determine if the product qualifies for replacement. The qualifiers are determined in the warranty statements

Be prepared to inform the customer that the product does not meet the warranty guidelines

Possible verbiage: The product falls outside of the guidelines of the Hunter/ FXL warranty and you will need to purchase your replacement.

IMPORTANT: We all need to use similar language to present a united message. Do not say things like “ well I wish I could but...” or “yeah things have changed around here”

Goodwill vs. Warranty

Good Will: A goodwill shipment is outside of the warranty criteria.

e.g.; Internal request to ship a product or part, After production add on product or part.

Goodwill requests should be used sparingly.

Warranty: Hunter Industries Incorporated (“Hunter”) warrants the following products to be free of defects in materials or workmanship under normal use in landscape irrigation applications for the specified period of time outlined from the original date of manufacture.

Hunter Industries Incorporated (“Hunter”) warrants FX Luminaire (“FXL”) Transformers and Controllers to be free of defects in materials or workmanship

Warranty Information Case Section

(If customer will be returning through distribution skip warranty information section)

A shipping request will give you an error if you do not fill these required fields out!!

Goodwill requests should be used sparingly.

▼ Warranty Information

Shipment Request Type *i* Goodwill ▼

▼ Warranty Information

Shipment Request Type *i* Warranty ▼

* Reason Unable to Return --None-- ▼

STATE THE FOLLOWING TO THE CUSTOMER

Hunter's warranty does not cover component failures caused by lightning strikes, electrical power surges, or unconditioned power supplies. Please verbally confirm you meet this requirement.

Normal Use *i* *

Alteration *i* *

STATE THE FOLLOWING TO THE CUSTOMER

Hunter's warranty does not cover component failures caused by misuse, negligence, alteration, modification, tampering, or improper installation and/or maintenance of the product. Please verbally confirm you meet this requirement.

REQUIRED



Update contact record

Benefits of updating the contact record

Use the Search address box, as you type the system is using google to locate the address.

No need to type everything out

Address Typos are a thing of the past

Shipping clerk will not have to send back

for corrections

Shipping request auto pulls the address, phone and email.

Mailing Address

Other Address

- 26612** Towne Centre Drive
Lake Forest, CA, USA
- 26612** Margarita Road
Murrieta, CA, USA
- 26612** East Oviatt Road
Bay Village, OH, USA
- 26612** NE McKenzie Ave
Battle Ground, WA, USA
- 26612** Sunflower Ct
Calabasas, CA, USA

powered by Google

Shipping Request updates

1. The shipment request type is pulled in from the case field.

And it will NOT allow you to save if blank

* Status

New

- new
- On Order
- Backorder
- Awaiting Return
- Issue Call tag
- In Manufacturing
- Agent Action
- Completed

2. Status drop down menu- Added Agent Action.

3. The case will remain with the case owner

Shipment Request Type ⓘ

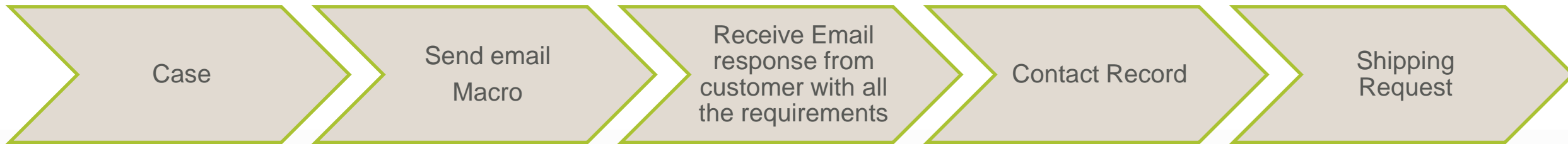
GoodWill

* Contact Phone Number

Goodwill Process



Warranty Process



What a Warranty Macro??

Thank you for contacting Hunter Technical Support.

We received verbal confirmation that the product has not been altered and has met the normal use criteria. We have determined that your item meets the replacement criteria.

Please respond to this email with the following information:

1. **First Name:** John
2. **Last Name:** Smith
3. **Shipping address:** This must be a street address in the United States
4. **Phone number:** This will be used for any delivery issues
5. **Email address:** The shipping confirmation will be sent to this address
6. **Date Code:** Attach a picture of the product date code.
7. **Receipt:** Attach a copy of the receipt

A shipping request will be submitted when we receive your completed response. A shipping confirmation email will be sent to the email address provided.

View the Official Warranty Statement

Hunter Industries Incorporated ("Hunter") warrants products to be free of defects in materials or workmanship under normal use in landscape irrigation applications for the specified period from the original date of manufacture. [Learn More](#)

View Date Code Locator

[Product Warranty Date Code Locations \(1.6 mb\)](#)



Take Aways

Shipping Requests have been added to the call review form.
All shipping request will be call reviewed for compliance

Resolution Notes; Provide an explanation for the Goodwill replacement.

Every product we ship has a value and reflects in budgets

If customer will be returning through distribution skip warranty information section.

7. Documentation

13/2048

7.1 Case Information

17/2048

- Assign or create case to the correct customer
- Product Brand & Model
- Reason Code
- Conclusion Code
- Shipping Request