








This process covers the receipt and processing of warranty claims verbally or written.

- 1.1  § A problem or fault is identified by the end customer or dealer  
§ End customer or dealer requires operational help / advise
- 1.2  The customer / dealer calls the SES Technical Help Line on 01482 678981 and discusses the fault with a trained Technician. This should take place before any work commences / parts are replaced to ensure the actual fault is identified and fixed.
- 1.3  SES Technician, with support from the technical team, will endeavour to diagnose the root of the fault and propose possible solutions. This may require the customer / dealer to undertake simple testing procedures or refer to information on our support web site.  
If the fault is fixed without the need for spare parts the call will be closed.
- 1.4  SES raises a Customer Support Case, completing call details on our support database. At this stage mandatory information is required, if this is not available the call will NOT be processed until the required information is received. The minimum information is: Vehicle identification number / build number, Make & Model number, Year of manufacture, SES serial number.
- 1.5  SES sends advance spares for next working day delivery if the call is received before 12.30pm. This applies to current parts that are stock items. Other parts may take up to 48 hours to manufacture.  
Parts are sent with a 'returns label', which states the support case number.
- 1.6  Customer / Dealer installs the replacement parts following any instructions from SES. Further telephone support is provided if required (i.e. alarm system commissioning).  
Customer packs the faulty part in the packaging the new part arrived in, attaches the supplied returns label and calls SES on the supplied number to arrange free of charge collection of the part.
- 1.7  SES organise collection and then test / inspect the part to confirm the stated fault. If the part is incomplete / damaged or not faulty this will be discussed with the customer / dealer.  
Upon successful resolution the support case will be closed.