



**Warranty Claim
Process**
June 2025



Processing Warranty Claims

Contacts

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Processing Warranty Claims

Complaint received by NHL customer from end user must state:

-  Cylinder Part Number
-  Cylinder WO Number (Stamped directly below part number)
-  If cylinder is unable to be returned, then photographic evidence of Part Number and WO Number is required.

Detailed information of failure, to include:

-  Type of failure
-  Environment/Conditions in which the cylinder was working when it failed
-  In the event of damage/pitting of chrome rod, evidence that recommended Care of Chrome has been carried out
-  Photographic or video evidence of reported fault while cylinder is still working on machine/equipment

Please note: Any warranty claimed 1 year after delivery of rams will be declared void or based on discretion of NHL. Any interference with cylinders may also void the claim.

NHL Customer is responsible for assessing validity of the claim using:

1. Evidence of the claim provided by the end user.
2. Assessment of the claim by NHL Technical Dept.

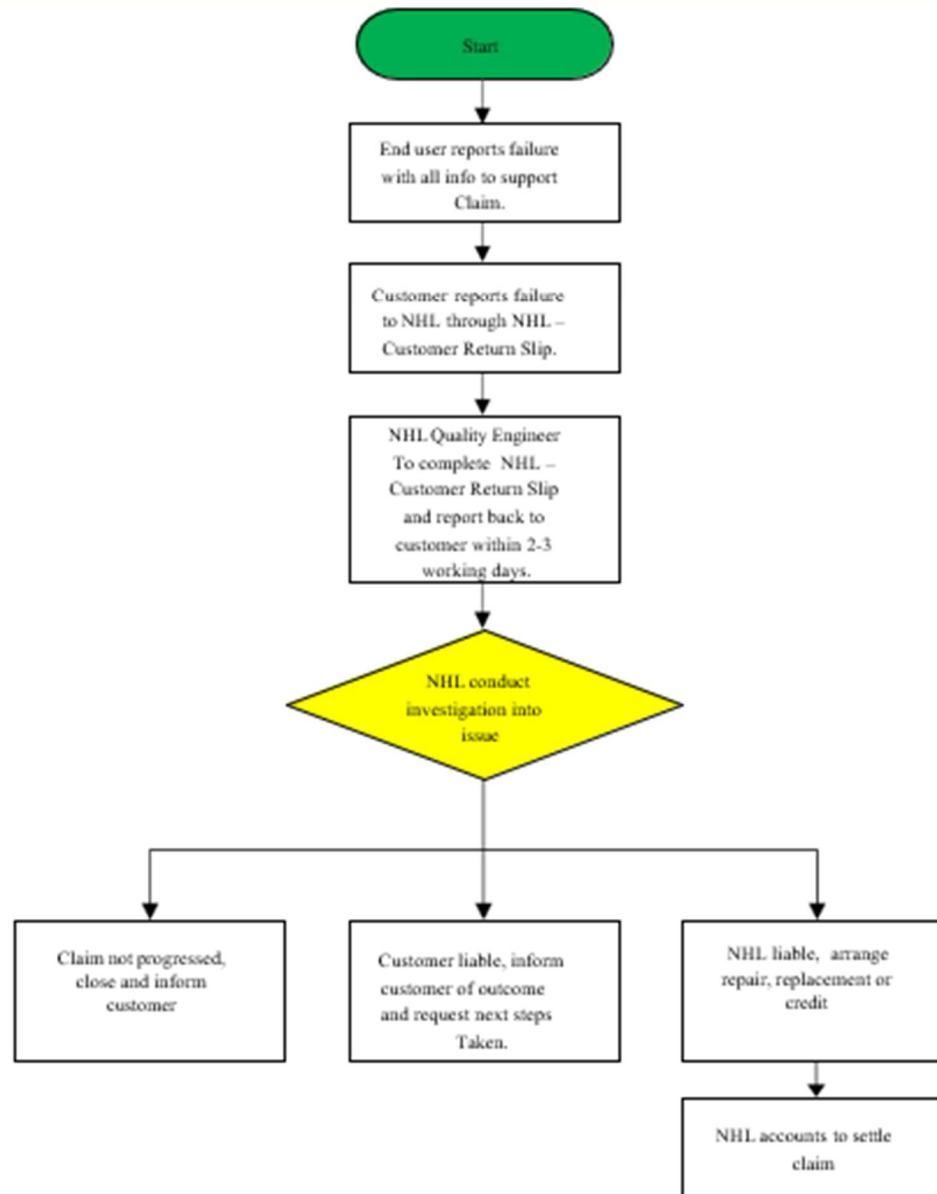
Please note: Any warranty claimed 1 year after delivery of rams will be declared void or based on discretion of NHL. Any interference with cylinders may also void the claim

Three possible outcomes:

1. Claim declared void - End user liable for replacement.
2. Customer liable through design, misuse, application etc.
3. NHL liable - Decision agreed for cylinder disposal/replacement/credit.



NHL Customer Return Slip




Returns slip to be completed fully by customer and sent to NHL prior to cylinders being returned to NHL (If Required/Possible).

Link to form below;

<https://forms.clickup.com/206>

[79733/f/kq31n-508/PBQFM64TJP4JJQ2JGI](https://forms.clickup.com/20679733/f/kq31n-508/PBQFM64TJP4JJQ2JGI)

NHL - Customer Return Slip



Customer Name:*
Enter text

Cylinder PN:*
Enter text

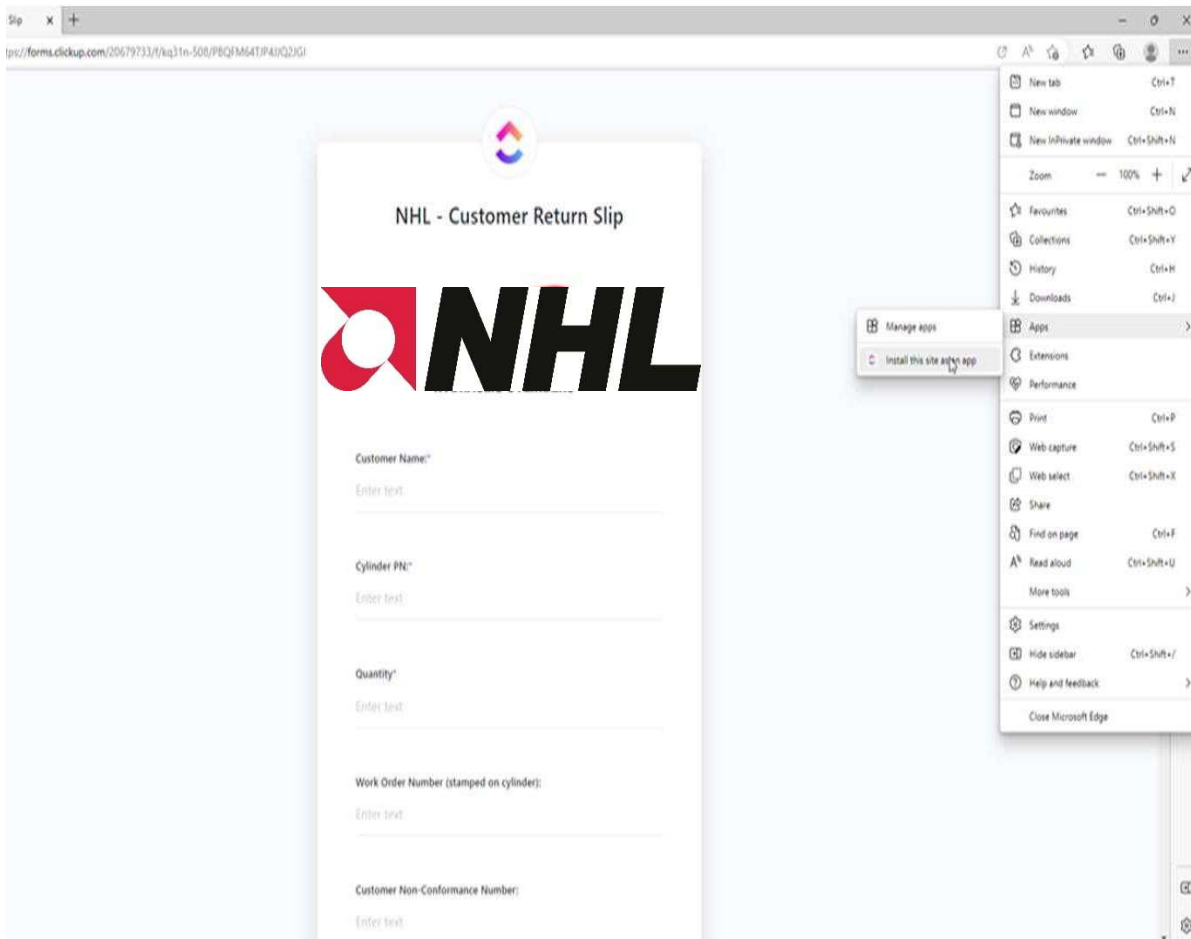
Quantity*
Enter text

Work Order Number (stamped on cylinder):
Enter text

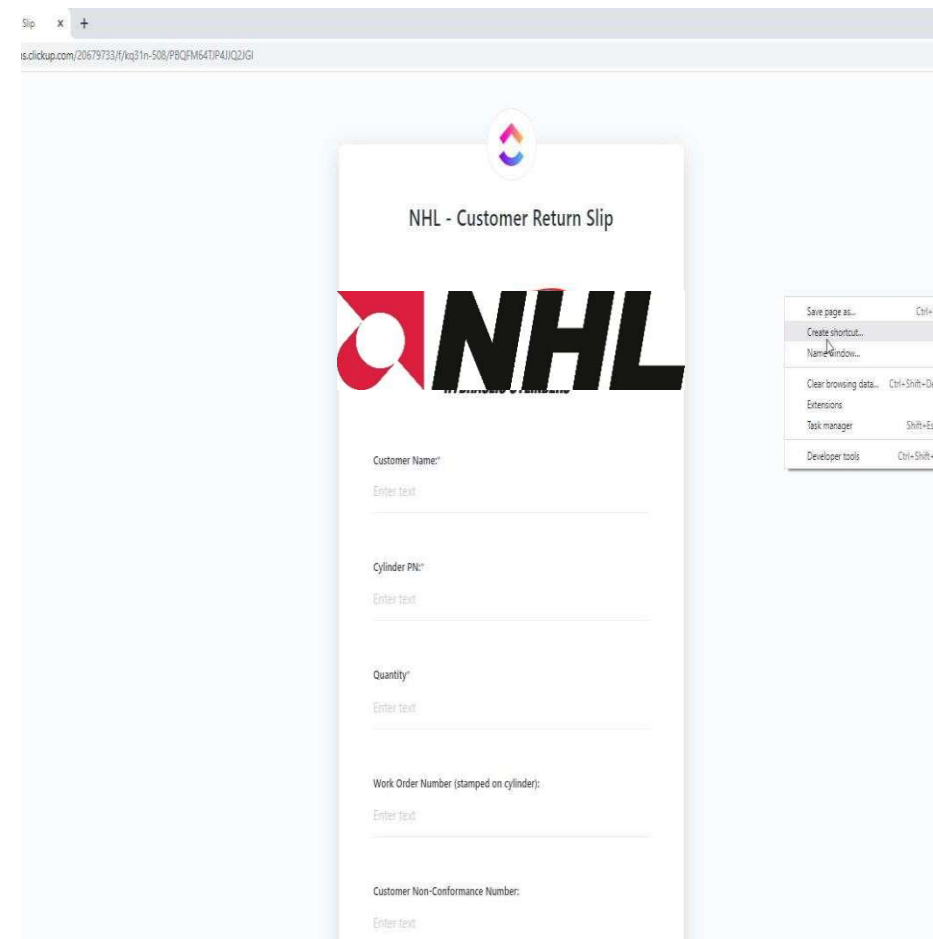
Customer Non-Conformance Number:
Enter text

You can save NHL warranty Returns Slip to your desktop.

Microsoft Edge



Google Chrome



⊙ Northern Hydraulics



WARRANTY RETURNS

63 Gortgonis Road,
Coalisland BT71 4QG
02887747444

Details Subtasks Action Items

Custom Fields

📧 Customer Email Address	Sample
📄 Customer Non-Confor...	IF APPLICABLE
📄 Cylinder PN	123456
📄 Description Of Fault Fo...	AS MUCH INFO AS POSSIBLE
# Quantity	1
📄 Work Order Number	XXXXX

Show 19 more

Please note this returns slip **MUST** be attached to all return Cylinders / Pallets for the Warranty Claims to be processed.



 **NHL**