
QMS Procedure

8.7b. Control of Nonconforming Products - Cecchina

Scope

This procedure sets out the actions to be taken in dealing with materials and parts not conforming to requirements.

These actions are directed to ensure that Warranty Claims are identified, processed, and recorded following J & E Hall International and Daikin Applied Quality Management System Procedures.

This procedure will assist in effectively managing Warranty Issues.

1. Key Considerations

Where a Warranty Claim is required, the following information must be forwarded to the procurement function, where the following information is to be included.

- Unit Serial Number;
- Date of Failure;
- Comprehensive description of the failure.

Upon review the Procurement Function will forward the information to the following:

Product	Compressors	Compressor Spares	Industrial Condensing Units
Contact Details	Graham Chamberlain	Dave Tully	Malcolm Coates
Email Address	Graham.chamberlain@jehall.co.uk	david.tully@jehall.co.uk	malcolm.coates@jehall.co.uk

To ensure the correct protocol is observed, the above-named personnel will liaise directly with the warranty department in Cecchina.

2. Further Action

Once the warranty claim has been processed, you will be advised of the date of shipment and state whether the defective unit is required to be returned to Daikin Applied for inspection.

3. Service Technical Support

Any service technical support requests are to be addressed to: support@daikinapplied.eu

4. Additional Contact Details

Warranty department Manager (Daikin Applied).

Lucia Lucchetta email: L.Lucchetta@daikinapplied.eu