



## Process for Warranty Parts and labor

1. Technician needs to call into tech support **WHILE THEY ARE ON SITE** and have a Salesforce case created.
2. Tech support will walk your technician through trouble shooting, to determine the root cause of the problem.
3. If parts are needed, then as an IntelliPRO you should possibly have the part in your parts kit. Do not replace parts before talking to Intellihot tech support.
4. Intellihot will not ship parts out if you have replaced them before calling in to tech support to trouble shoot the problem.
5. Some warranty parts require a core charge deposit, paid by the contractor or end user. This deposit is to ensure we get that part returned to us. If Intellihot determines the part is in good working order the deposit will not be returned.
6. We will not pay labor fees to return parts to UPS, just call for a pickup and use your tracking number as your receipt.
7. **Labor is not covered by Intellihot, if you are requesting reimbursement for labor, you need to get approval prior to starting a job, or You won't be reimbursed. The approval needs to be obtained in advance from John Herrick or Mahmood Chowdhury, and not from sales.**

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IntelliPRO Signature of Acknowledgement