



Warranty Process & Procedure

Do You Suspect A Problem?

Procedure 1: Initial Phone Call To NAPC

Call **1-780-456-4498** or **1-866-456-4498**

A FIRST Conversation With The Following Information Is Required.

- Tag Number Off Of Transmission
- Symptoms Of A Road Test
- Fault Codes That Come Up From A Scan
- Current Mileage & Installation Mileage



REASONS - Many times a simple phone call to the NAPC tech support line may have a solution to fix the problem at hand.

DO NOT REMOVE THE UNIT OR REPLACE ANY PARTS WITHOUT THIS FIRST PHONE CONVERSATION!

- **ANY STEPS TAKEN WITHOUT PRIOR APPROVAL WILL NOT BE COVERED.**

Procedure 2: NAPC Warranty Department

At This Time, The NAPC Representative Will Determine The Required Action. This Action Will Include Either Repair or Replacement of Unit ALONG With A File Being Opened & Documented Regarding This Situation.

* **REPLACE UNIT:** IF It Has Been Authorized To Replace The Faulty Unit, A New Unit Will BE Sent Out By NAPC OR The Defective Unit Will Need To Be Sent Back To NAPC For Repair. **(A CHARGE FOR THE REPLACEMENT UNIT WILL BE MADE UNTIL THE FAULTY UNIT IS RETURNED.)**

***REPAIR UNIT:** UPON AUTHORIZATION, NAPC Will Sign Off On IN SHOP Repair Of Unit. Parts – May Or May Not Be Required & Will Depend Upon The Specific Situation

ATTENTION UNLESS Authorized By NAPC, No Repairs Will Be Paid Out, Without Following The Above Procedure **THERE WILL BE NO EXCEPTIONS MADE**

INVOICING / LABOR & FLUIDS

- * All Invoices For Repair / Replacement MUST have BOTH Defective Tag Number & The NEW Units Tag Number Present On The Invoice. If An Invoice Does Not Have Either Of The Tag Numbers Present, It Will Be Sent Back.
- * Payment For Warranty Claims Will Follow The INDUSTRY STANDARD Flat Rate System Found In Chilton, Mitchell & Motor Guidelines. As Of August 2012, Industry Standing Rates Have Been Set At \$55/ Plus ATF.