

Easy Warranty Request Form 2-4 Series

Request email: warranty@robotcoupeusa.com

*** Indicates required fields**

*Date _____

***THIS FORM MUST INCLUDE A PICTURE OF THE SERIAL NUMBER
TO BE ELIGIBLE FOR WARRANTY REPLACEMENT**

*Business Name _____

*Street Address _____ *Suite/Unit Number _____

*City _____ *State _____ *Zip Code _____

*Serial Number of Machine _____

*Point of Contact Name _____

*Phone # _____ *Email Address _____

*Date of purchase _____ ***Provide Proof of purchase in return email**

REASON(S) FOR WARRANTY REQUEST, BE AS DETAILED AS POSSIBLE

Check All that apply

- | | |
|---|--|
| ☐ No Power | ☐ Unit just hums when turned on |
| ☐ Unit was smoking | ☐ Unit trips on board reset button when plugged in |
| ☐ Unit turns slowly | ☐ Unit trips reset under load |
| ☐ Reset will not push in | ☐ Slicing blade struck the top of the Veg prep attachment |
| ☐ Blade stuck on motor shaft | ☐ Slicing blade stuck on discharge plate |
| ☐ Blade melted to bowl | ☐ On Off Pulse Switch does not work |
| ☐ Unit turns on but will not turn off | ☐ Unit will not run with bowl and lid in place |
| ☐ Unit worked one shift but not the next | ☐ Bowl pin assembly in the correct position |
| ☐ Are knives, plates, and grids sharp | ☐ Damaged in Transit |

What product was being processed at the time of failure _____

For health care facilities, how many meals per meal service are prepared in the unit _____

For Internal Use Only

- ☐ Warranty Validated ☐ Proof of Purchase checked
☐ Unit base part number checked ☐ DS UNIT

Date _____

Tech Initials _____

Part number _____

Instructions on returning a Robot Coupe 2-4 Series unit for Easy Warranty

(R101, R2, R2Dice, R301, R301UDice, R401, R402, Blixer2, Blixer3, Blixer4)

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If you experience a manufacturer's defect within the 1 year warranty period from date of purchase you can request an Easy Warranty Request Form for 2-4 machines. Submit your form by emailing it to warranty@robotcoupeusa.com

Once your REQUEST FORM is processed, Robot Coupe will send the defective portion to the address you provided on the form. When you receive your replacement portion, put the defective portion in the box and put the return label on the box and ship it back to Robot Coupe USA with the provided return label.

The replacement will carry out the remainder of the warranty period from the original purchase date. The replacement does not receive a new 1 year warranty. In the event the replacement machine experiences a manufacturer's defect within the original warranty period, it needs to be shipped to Robot Coupe. Robot Coupe will repair and ship back to your location.