



CROWN

Factory Service Information

Factory Service Shipping Instructions:

1. When returning a Crown product to the factory or authorized service center, be sure to fill out this Crown Factory Service Information form. The form must be included with your product inside the box or in a packing slip envelope *securely attached* to the outside of the shipping carton. Do not send this form separately.
2. To ensure the safe transportation of your product, ship it in the original factory-packing carton. If you do not have the original carton, you may obtain a product service foam-in-place shipping pack from the Crown Parts Dept at the number listed below. If you provide your own shipping pack, the minimum recommended requirements for materials are as follows:

275 P.S.I. burst test Double-Wall carton that allows for
 2" solid Styrofoam on all six sides of unit
 or

3" of plastic bubble wrap on all six sides of unit

Securely seal the package with an adequate carton sealing tape.

DO NOT USE LIGHT BOXES OR 'PEANUTS'. DAMAGE CAUSED BY POOR PACKAGING CANNOT BE COVERED UNDER WARRANTY.

3. Do not ship your product in any kind of wood or metal case or cabinet. Ignoring this warning may result in extensive damage to the unit and the case.
4. Do not send the reference manuals, cables, or other hardware with your product. These items are not needed for the repair of your product.
5. Ship the packaged unit with this form completed to:

CROWN FACTORY SERVICE
 PLANT 2 SW
 1718 W. MISHAWAKA RD.
 ELKHART, INDIANA 46517

Phone: 1-800-342-6939 or 1-219-294-8200 Fax: 1-219-294-8124 E-mail: technicalsupport@crowintl.com

PLEASE PRINT CLEARLY

Model: _____ Serial Number: _____ Purchase Date: _____

Product Owners Name: _____

PRODUCT RETURN INFORMATION

Individual or Business Name:		Phone:
Street Address: (please, no P.O. boxes)		
City:	State/Prov:	Postal Code:
Country:		
Nature of Problem-describe the conditions that existed when the problem occurred and what attempts were made to correct it. Attach a separate sheet if necessary.		
Other equipment in your system:		

IF WARRANTY IS EXPIRED PLEASE PROVIDE METHOD OF PAYMENT

Proof of purchase may be required to validate warranty

___ COD ___ VISA ___ MC ___ Amer. Express Other: _____

Name on Card: _____

Card #: _____ Exp. Date: _____

___ I have an established account with open account payment terms. Account # _____

Purchase Order Number: _____ (required for open account payment terms)

RETURN THIS FORM WITH YOUR PRODUCT