

GMP Out-of-Warranty Flat Rate Repair Cable Blower Service



GMP is now offering Out-of-Warranty Flat Rate Fiber Blower Repair service.

Under this new service, every Fiber Blower that comes to GMP for repaired under one of our flat rate services.

Our Repair Process Includes the Following:

Tier 1- Tune up

(4 hours max diagnosis and repair time)

- Replacement of seals and cleaning of all sealing surfaces
- Replacement of Fuses (if applicable)
- Replacement of Belts or wearable drive wheels (if applicable)
- Diagnosis of Failure and/ or repair required

Tier 2- Factory Reconditioning

- Included All of **Tier 1** Plus
- All components 'repaired excluding Motors, Control boards and remote/ control unit

Tier 3- Major Overhaul

- Included **Tier 1** and **Tier 2** repairs plus
- Remote/ control unit needs to be repaired or replaced
- Motors and control boards up to a parts and labor value equal to a value we consider to be beyond economic repair (Listed in chart below)
- Complete housing (If under BER (Beyond Economic Repair) Value)

Procedure for sending your Fiber Blower in for Repair

1. You are responsible for the shipping cost to get your Blower to us for repair. Please send to the following address:

General Machine Products (KT), LLC
3111 Old Lincoln Highway
"Attention Repair Department"
Treose-Feasterville, PA 19053 USA

Please Note: GMP is NOT responsible for your blower until we receive and sign for at our shipping dock. We recommend shipping with "SIGNATURE REQUIRED"

2. **Please, no packing peanuts.** Not only are they terrible for the environment but they are a pain to clean up after we open your box.
3. Please return all parts that were originally sold with the Blower.
4. Fill out the **BELOW** form and include a copy with the Fiber Blower, submit completed and signed form to customer service. They will return form to you with **Repair No.** and **Repair lead time.**
5. **Before** sending your Blower in, you must receive a completed repair request form back from customer service **INCLUDING** your **Repair No.** Please include a copy of form with each Blower that is being sent in for Repair.

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6. Failure to attach a completed Repair Request form (including repair number from customer service) to your Blower, may result in a \$150 processing fee
7. A Repair Customer Service Representative will notify you via email when your Blower is received

Out-of-Warranty Flat Rate Repair Price List

Model	Tier 1 Flat Rate Price (minimum repair Cost)	Tier 2 Flat Rate Price	Tier 3 Flat Rate Price
Whisper (Flat drop or Round)	\$1,000	\$1,900	n/a
Gentle Air	\$1,000	\$1,900	\$2,500
Microdrive	\$1,000	\$2,500	n/a
AccelAir	\$1,200	\$2,500	\$4,500
Airstream	\$1,500	\$2,900	\$5,500
Hurricane	\$1,500	\$4,000	\$6,500
Jetstream	\$1,500	\$3,100	\$6,000
Tornado	\$2,500	\$4,000	\$7,500

Tier 1 is the minimum amount you will pay for a blower repair if not under warranty. For **Tier 3** repairs, blowers will be repairs up to a parts and labor retail value of what we consider BER (Beyond Economic Repair) Value. These BER values are listed below:

Model	BER (Beyond Economic Repair) Value
Whisper (Flat drop or Round)	\$3,177
Gentle Air	\$3,267
Microdrive	\$4,829
Accelair 2	\$5,556
Airstream	\$9,730
Hurricane	\$11,623
Jetstream	\$10,417
Tornado	\$13,840

If a blower comes in for repair and is deemed to be Beyond Economic Repair (parts and labor cost is equal to or above the BER value listed in the BER chart above), the customer will be notified. These units can still be repaired; however, pricing will be quoted on case-by-case basis.

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Flat Rate Repair Disclaimers:

- Shipping to GMP is Paid by customer
- Return shipping for Blower to be paid by customer
- Customer is responsible for the machine until GMP receives and signed for it at our shipping dock

Payment

- P.O.- Submit P.O. documents to customer Service Rep at time of submitting Repair Request Form
- Credit Card- To Pay By credit card, **Tier 1** Flat Rate Price for your respective blower cost without freight will be charged upon submitting repair request Form. If your blower requires Tier 2 or Tier 3 repair, the remainder will be charged before shipping plus freight.
- Check- Check must be mailed to GMP Finance Department (contact customer service for address) at time of sending in blower of **Tier 1** Flat Rate price for your respective blower. Blower will not be repaired until check has cleared. If your blower requires Tier 2 or Tier 3 repair, the remaining balance plus freight must be sent to GMP finance department and check must clear before shipping.

For inquiries or questions about our repair services or lead times, please contact either one of our repair service representatives:

Brian Rodgers – Service Representative, T: 215-357-5500 x96291, brodgers@gmptools.com

Kyle Haywood – Customer Service Representative, T: 215-357-5500 x96245, khaywood@gmptools.com

**PLEASE PRINT, FILL OUT INFORMATION BELOW, AND SUBMIT TO CUSTOMER SERVICE. THEY WILL RETURN TO YOU WITH REPAIR NUMBER AND LEAD TIME AUTHORIZING YOU TO SEND IN YOUR BLOWER FOR REPAIR. PLEASE INCLUDE THIS COMPLETED FORM WITH REPAIR NUMBER INSIDE YOUR BLOWER BOX WHEN SHIPPING TO GMP FOR REPAIR. THIS INFORMATION WILL BE USED TO CONTACT YOU ABOUT THE STATUS OF YOUR REPAIR.

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CONTACT NAME:

COMPANY (IF APPLICABLE):

RETURN TO ADDRESS:

PHONE NUMBER:

EMAIL ADDRESS:

BLOWER SERIAL NUMBER:

SERVICES REQUESTED:

- My blower works, I ONLY want a **Tier 1** Tune up
- My Machine is not working, I need it diagnosed and repaired (by selecting this option you are pre-authorizing GMP to repair your Blower up to the Tier 3 flat rate price for your respective blower)

****BLOWER REPAIR NO. (SUPPLIED BY GMP):**

PLEASE DESCRIBE PROBLEM YOU ARE EXPERIENCING:

**** PLEASE NOTE- By sending your Blower to GMP for Repair you are pre-authorizing GMP to repair your blower up to Tier 3 flat rate price for your respective blower listed below, UNLESS stated above that your machine works, and you ONLY want a Tier 1 "Tune up."**

Model	Tier 1 Tune up Flat Rate Price (minimum repair Cost)	Tier 2 Flat Rate Price	Tier 3 Flat Rate Price
Whisper (Flat drop or Round)	\$1000	\$1900	\$2500
Gentle Air	\$1000	\$1900	\$2500
AccelAir 2	\$1200	\$2500	\$4500
Airstream	\$1500	\$2900	\$5500
Hurricane	\$1500	\$4000	\$6500
Jetstream	\$1500	\$3100	\$6000
Tornado	\$2500	\$4000	\$7500

**** A GMP REPAIR SERVICE REPRESENTATIVE WILL CONTACT YOU IF YOUR BLOWER REQUIRES REPAIR BEYOND THE BER VALUE!**

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Name: _____

Title: _____

Signature: _____ Date: _____

Shipping Address to Send your Blower:

General Machine Products (KT), LLC
3111 Old Lincoln Highway
"Attention Repair Department"
Trevoise-Feasterville, PA 19053 USA
Tel: +1.215.357.5500
Fax: +1.215.357.6216

Email: info@gmptools.com
Web: www.gmptools.com