

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 Options

- **P.O.-** Submit P.O. documents to customer Service Rep at time of submitting Repair Request Form
- **Credit Card-** Blowing Machine will be placed in our queue once FULL payment is made, you will be notified once we determine what tier price your machine will be; a link will be emailed to you to process your credit card on a secure server, once payment has been made a email will be sent to you with your repair tag number and your machine will now be in our queue.
- **Check-** Blowing Machine will be placed in our queue once FULL payment is made, you will be notified of your tier pricing once the machine has been received, please mail your check to General Machine Products (Address on Website) once check has cleared the bank, your Blower Machine will be placed in our queue, an email will be sent to you with your repair tag number at that time.
- Customer Service will reach out (one time) via phone and email when lasher repairs are completed. If payments are not made after 14 calendar days of lasher completion a **\$500 late payment fee** will be added to the total bill

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

repairs@gmptools.com

Telephone: 215-436-6228

**Please print, fill out information entirely below, and submit to customer service. They will return to you with repair number and lead time authorizing you to send in your lasher. Please include this completed form with repair number inside your lasher 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 MODEL: _____

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

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

Customer is responsible for promptly retrieving repaired items. GMP is not responsible for any repaired items left on GMP's premises more than 30 days after GMP provides notice the repair is complete. This includes, but is not limited to, all lasher and blower repairs performed by GMP. Repaired items not retrieved within 30 days of GMP sending notice of repair completion shall also incur a \$500/month storage fee, which shall be charged in full on the 31st day and every month thereafter and shall not be prorated. All repair and storage fees must be paid in full prior to GMP releasing the repaired item.

Open accounts are required to provide a PO prior to the start of any repair. Credit card customers must submit payment for the repair in full prior to GMP commencing the repair process. Customers are required to pay within their standard payment terms. _____ : initial

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