

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 Options Include the Following:

Blower Tune up

(NO REPAIR will be performed, replacement of specified components only)

- Replacement of seals
- Replacement of upper and lower belts or drive wheels
- Cleaning of unit

Blower Repair

- Includes everything under blower tune up plus, complete unit diagnosis
- 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)
- **If Blower is beyond economic repair, and is determined it cannot be repaired, a diagnosis labor fee will be charged (See Table 1)**

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"
Trevose-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

Table 1

Model	Diagnosis Price Flat Rate	Tune Up Price Flat Rate	Max Preauthorized Repair Price
Whisper (Flat drop or Round)	\$500	\$1,050	\$2625
Gentle Air	\$500	\$1,050	\$2625
Microdrive	\$500	\$1,050	\$2625
Accelair 2/3	\$500	\$1,250	\$4,725
Airstream	\$500	\$1,550	\$5,775
Hurricane	\$500	\$1,575	\$6,825
Jetstream	\$500	\$1,575	\$6,300
Tornado	\$500	\$2,600	\$7,875

Tune Up Price is the minimum amount you will pay for a blower tune up and labor. This includes replacement of seals, belts, and a cleaning of your unit. If a **Blower Repair** is needed, the customer preauthorizes to the max repair price. This will include a full diagnosis of your machine, the replacement of belts or drive rollers and seals, cleaning, and repair of your machine.

Table 2

Model	BER (Beyond Economic Repair) Value
Whisper (Flat drop or Round)	\$3,177
Gentle Air	\$3,267
Microdrive	\$4,829
Accelair 2/3	\$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, additional authorization will be required. If the customer denies the repair, a diagnosis fee will be charged.

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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-** GMP does not accept checks.
- Customer Service will reach out (one time) via phone and email when Blower repairs are completed. If payments are not made after 14 calendar days of Blower 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 either one of our repair service representatives:

Kyle Haywood – Customer Service Representative, T: 215-436-6245, khaywood@gmptools.com

****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 Blower. Please include this completed form with repair number with your blower 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 **Tune up** (**no repairs will be made as stated**)
- ☐ 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 Repair Flat Rate Price for your respective blower**)

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

PLEASE DESCRIBE THE PROBLEM YOU ARE EXPERIENCING (Required):

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

Table 3

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



Model	Diagnosis Price Flat Rate	Tune Up Price Flat Rate	Max Preauthorized Repair Price
Whisper (Flat drop or Round)	\$500	\$1050	\$2625
Gentle Air	\$500	\$1050	\$2625
AccelAir 2/3	\$500	\$1250	\$4725
Airstream	\$500	\$1550	\$5775
Hurricane	\$500	\$1575	\$6825
Jetstream	\$500	\$1574	\$6300
Tornado	\$500	\$2600	\$7875

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

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