

GMP Out-of-Warranty Repair Cable Blower Service



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

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

Our Repair Includes the Following:

Blower Repair

- Complete unit diagnosis
- Remote/ control unit repaired or replaced as needed.
- Complete housing (If under preauthorized amount)
- **If the blower is beyond economic repair, and it is determined the unit cannot be repaired, a diagnosis labor fee of \$500 will be charged.**

Procedure for sending in your Fiber Blower for Repair

1. Customer is responsible for the shipping cost to GMP for repair. Please ship to the following address:

**ATTN: Repair Department
General Machine Products (KT), LLC
3111 Old Lincoln Highway
Feasterville -Trevose, 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.** They are not environmentally friendly and require extra clean up after opening package.
3. Please return all parts that were originally sold with the blower.
4. Fill out the **BELOW** form and submit a completed and signed form to customer service. They will return form to you with Repair **No.** and **Repair lead time**. Please include a copy of this form with the fiber blower.
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.
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.**

Tel: +1.215.357.5500

Web: www.gmptools.com

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Out-of-Warranty Preauthorized Repair Price List

Table 1

Model	Max Preauthorized Repair Price
Whisper (Flat drop or Round)	\$2,625
Gentle Air	\$2,625
Microdrive	\$2,625
Accelair	\$4,725
Airstream	\$5,775
Hurricane	\$6,825
Jetstream	\$6,300
Tornado	\$7,875

Table 2

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 above the Max Preauthorized Repair Price (parts and labor cost is equal to or above the preauthorized value listed in the preauthorized 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 (\$500) will be charged.

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Preauthorized Price Repair Disclaimers:

- Shipping and return shipping are paid by the customer.
- We recommend shipping with "Delivery signature required."
- Customer is responsible for the machine until GMP receives and signs for it at our shipping dock.

Repair Service Preauthorization:

To provide faster turnaround times and reduce delays, GMP now requires a Repair Preauthorization before your cable blower is shipped to our repair facility.

This preauthorization allows our technicians to begin diagnosing and repairing your machine immediately upon arrival, eliminating the wait for an estimate approval and helping get your equipment back in service as quickly as possible.

How it works:

- A signed Repair Preauthorization is required before you ship your machine to GMP.
- If the final repair cost is less than the preauthorized amount, GMP will automatically refund the difference.
- If the repair requires additional work and the cost exceeds the preauthorized amount, a GMP Customer Service Representative will contact you with the repair details and obtain your approval before any additional work is completed. If you choose to proceed, you will be invoiced for the remaining balance.

Our goal is to streamline the repair process, minimize downtime, and return your equipment to you as quickly as possible while keeping you informed every step of the way.

Payment Options

- **Preauthorization – a preauthorization credit card hold must be submitted before shipping out the unit.**
- **P.O.-** Submit P.O. documents to customer Service Rep at time of submitting the Repair Request Form.
- **Check- GMP does not accept checks.**

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

REPAIRS@GMPTOOLS.COM

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

BLOWER MODEL: _____ BLOWER SERIAL NUMBER: _____

OPTIONAL SERVICES REQUESTED:

☐	Requesting a new carrying case
☐	Requesting tool kit to be refilled

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

PLEASE DESCRIBE THE PROBLEM YOU ARE EXPERIENCING (Required):

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

Problem:

**** SIGNING BELOW AUTHORIZES GMP TO CHARGE UP TO THE PREAUTHORIZED REPAIR VALUE (\$) FOR YOUR RESPECTIVE BLOWER!**

If the repair requires additional work and the cost exceeds the preauthorized amount, a GMP Customer Service Representative will contact you with the repair details and obtain your approval before any additional work is completed.

Name: _____

Title: _____

Signature: _____ **Date:** _____

Shipping address to send your blower:

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