Procedure after-sales service

The INSTALLER has a problem with a product/installation.

The INSTALLER does an analysis and can use the following tools for this purpose:

- technical documentation and videos, available 24/7 on the DUCO website.
- 1st line assistance from DUCO after-sales service (office hours +32 58 33 00 33).

The problem is solved.

The analysis shows that a component (or certain software) does not work properly.

The INSTALLER acts as follows:

- He/she checks the serial number / production date and communicates it to the DEALER.
- He/she orders the new part from the DEALER.
- He/she sends the defective part to the DEALER.

The DEALER checks from the serial number / production date whether the warranty period is still running. Is the installation / product still under manufacturer's warranty?

Yes

The DEALER acts as follows:

- He/she completes the complaint form and sends it to DUCO.
- He/she sends the defective part to DUCO for analysis.

No

The DEALER orders a new part from DUCO.

DUCO analyses the part: is it actually broken or not?

Yes

DUCO assesses whether the warranty applies (within the period + production error or other fault of DUCO).

Yes

DUCO sends a new part to the dealer and issues a credit note.

No

DUCO will only return the defective part to the dealer upon explicit request and will not issue a credit note.

No

DUCO returns the part to the dealer. No credit note will be issued.

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