



RENOVA
TECHNOLOGY

Quality. Reliability. Service.

CASE STUDY SERIES: Commitment to Customer Service

Precise Tracking for Warranty Claims Among Broad Array of Failures

Customized Billing Ensures OEM Receives Proper Warranty Entitlement

Challenge: A major electronics manufacturer was experiencing up to six different types of failures in one particular model. Faulty parts needed to be tracked by a range of serial numbers for proper reimbursement.

Solution: Along with executing the necessary circuit board repair, Renova also developed a customized variable billing system to ensure the OEM properly claimed warranty on the faulty parts.

Results: Renova Technology saved the manufacturer time by providing a range of repair services in one handling and saved costs with proper warranty tracking.

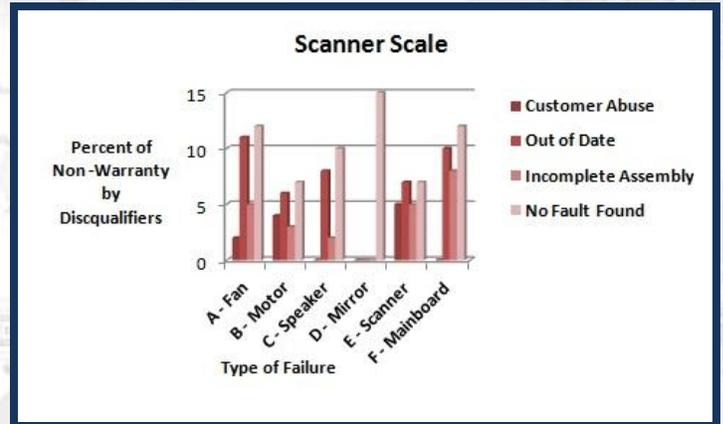
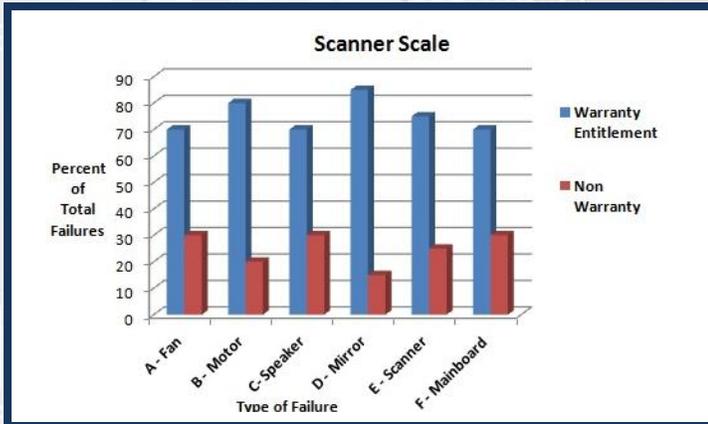
Model Required Replacement of Numerous In-Warranty Parts in Addition to Repair

Serial Number	Failure A	Failure B	Failure C	Failure D	Failure E	Failure F	Warranty Entitlement	Disqualification
010511-0124	TRUE	TRUE	FALSE	FALSE	TRUE	TRUE	TRUE	
010511-0137	TRUE	FALSE	TRUE	FALSE	TRUE	TRUE	FALSE	ABUSE
010511-0137	TRUE	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	
010511-0137	TRUE	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	
010912-0019	FALSE	TRUE	TRUE	TRUE	FALSE	TRUE	FALSE	OUT OF DATE
010912-0019	FALSE	TRUE	TRUE	TRUE	FALSE	TRUE	TRUE	
010912-0019	FALSE	TRUE	TRUE	TRUE	FALSE	TRUE	FALSE	OUT OF DATE
010912-0020	TRUE	TRUE	FALSE	TRUE	TRUE	FALSE	TRUE	
010912-0020	TRUE	TRUE	FALSE	TRUE	TRUE	FALSE	TRUE	
010912-0020	TRUE	TRUE	FALSE	TRUE	TRUE	FALSE	TRUE	
010912-0021	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	INCOMPLETE ASSEI
010912-0021	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	INCOMPLETE ASSEI
010912-0021	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	
010912-0022	TRUE	FALSE	TRUE	TRUE	FALSE	FALSE	TRUE	
010912-0022	TRUE	FALSE	TRUE	TRUE	FALSE	FALSE	TRUE	
010912-0022	TRUE	FALSE	TRUE	TRUE	FALSE	FALSE	TRUE	

A point-of-sale scanner-scale exhibited up to six distinct failures, some caused by faulty mechanical parts still under warranty. Range of repair included complex, delicate solder work to rudimentary replacement of faulty mechanical parts. Approximately 15,000 units installed in the field were exhibiting from one up to all six of these different failures. The multiple permutations required a flexible and customized reporting system. In order to keep repair costs to a minimum, the OEM needed a single repair provider to handle the repairs, track the complex trail of warranty entitlement, and also develop a variable billing program.

Renova Executes Both Complex Repairs and Simple Replacement

Renova Technology implemented a repair program that addressed the multiple failures, each requiring a different level of technical acumen. Renova also developed a customized variable billing tracking system that recognized each unit by serial number and by failure. The repair of each unit was itemized to ensure that in-warranty parts were properly claimed and billed accordingly.



"We have very stringent reporting requirements, but Renova consistently delivers exactly what we need," - Director of Repair Services, Major OEM

Manufacturer Saves Time and Money

Renova Technology saved the manufacturer time by providing a range of services in one handling. By developing a customized billing system, Renova made certain that in-warranty faulty parts were properly claimed, ensuring the OEM could appropriately bill their suppliers.

Want to know more?

Ask for other Case Studies in our
Commitment to Customer Service Series:

Cost Avoidance and Proactive Support

**Flexibility and Adaptability Help Keep Client's
Customer Satisfaction High**

**Critical Insight Saves Client's Relationship with
End-User**

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