

Prevent Constant Returns

By Richard Vensel

Problem – Constant returns on some specific parts numbers.

Solution – Supply a 8 ½" x 11" color paper attached to the output stud, that states what must be done to prevent problems that are not covered by your warranty. Show simple pictures diagramming how to do voltage drop tests and tell them what the reading must be less than. Make any other comments that you know will keep the unit in their shop not yours. Never assume your consumer knows the proper procedures. This simple method can really make a difference in the amount of returns you will see.