

TIRREN

AFTERCARE

Warranty / Service Request Form

Structured record for defects, repair requests and after-sales investigation

IMPORTANT

This form records the issue and evidence. Warranty coverage is determined from the applicable project commercial terms and product/manufacturer conditions; completing this form does not itself confirm warranty coverage.

1 • Project / product identification

Field	Entry
Project / Customer	[DETAIL]
Location	[LOCATION]
Original Order / Invoice	[REFERENCE]
Delivery / Completion Date	[DATE]
Room / Zone	[LOCATION]
TIRREN Code	[CODE]
Product Description	[DESCRIPTION]
Quantity Affected	[QTY]

2 • Issue details

Field	Entry
Date issue first observed	[DATE]
Issue description	[DETAIL]
Current product condition	[DETAIL]
Has installation stopped?	[YES / NO / N/A]
Immediate containment taken	[DETAIL]
Cleaning / maintenance history relevant?	[DETAIL]

3 • Evidence checklist

- Overall product photograph and close-up photographs of the issue.
- Product / package / room identifier where available.
- Approved drawing or product schedule reference.
- Installation records where support, plumbing, waterproofing or fixings may be relevant.
- Cleaning / maintenance records where care may be relevant.
- Video where movement, drainage or another dynamic issue cannot be shown clearly in photos.

4 • Assessment & disposition

Field	Entry
Initial assessment	[MANUFACTURING / INSTALLATION / TRANSIT / MAINTENANCE / UNCONFIRMED]
Additional evidence required	[DETAIL]
Proposed action	[INSPECT / REPAIR / REPLACE / ADVISE / OTHER]
Responsibility determination	[PENDING / CONFIRMED / COMMERCIAL REVIEW]
Target response / resolution	[DATE]

5 • Closure

Field	Entry
Resolution	[DETAIL]
Repair / replacement reference	[REFERENCE]
Customer / project confirmation	[DETAIL]
Closed by	[NAME]
Date	[DATE]