



### Product Issue Assessment Form

| Date | PIR # (Internal use) |
|------|----------------------|
|      |                      |

### Contact Information

| Company | Contact | Phone  |
|---------|---------|--------|
|         |         |        |
|         | Email   | Mobile |
|         |         |        |

### Site address & delivery details

|                      |
|----------------------|
| Provide full details |
|                      |

### Product details

| Serial number  | Model           | Description        | Purchase date & PO # |
|----------------|-----------------|--------------------|----------------------|
|                |                 |                    |                      |
| Excavator Make | Excavator Model | Hour Metre reading | Failure Date         |
|                |                 |                    |                      |

### Reported Issue

| Description of problem, Please provide all details, photo's, video and any other information to support claim, add additional pages if required. |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
|                                                                                                                                                  |               |
| Action Required                                                                                                                                  | Date Required |
|                                                                                                                                                  |               |

**NEW ZEALAND**

Physical: 98 Paerangi Place, Tauriko,  
Tauranga 3171, New Zealand

Postal: PO Box 9339, Greerton, Tauranga 3142, New Zealand

**WWW.DOHERTYDIRECT.NET**

**Estimated repair costs**

Only required if work is getting carried out by a third party which is not an authorised service agent/dealer. Please ensure estimated hours and rate is shown.

|  |
|--|
|  |
|--|

**Important Notes:** Please ensure Photo's are of complete item, if a component please supply photo of both component and complete product, if zoomed in for a shot, please ensure overall shot is also supplied. In regards to a Quick hitch coupler failure, please also supply photo's of the implements it is used with. Photo required of metre reading and serial plate of product.

**Doherty Internal use only**

|                                                |                   |
|------------------------------------------------|-------------------|
| Problem Code:                                  | Warranty Approved |
| Warranty Confirmation Number<br>(ERP produced) |                   |

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