



SERVICE REQUEST/NON CONFORMITY INSTRUCTIONS

Dinamic Oil North America Tel: +1.704.587.4600
4725 Entrance Drive - Suite 100 Fax: +1.980.939.6297
Charlotte, NC 28273 USA dinamicoil.us

HOW TO USE THIS QUESTIONNAIRE

FOREWORD

At Dinamic Oil we strive to offer the best Product and Quality Service to our Customers. Nevertheless mechanical issues can occur and we apologize for the inconvenience.

To resolve these issues we have structured our Quality Control and Service Departments with user friendly procedures designed to process all Non-Conformities quickly and efficiently.

We ask that you help us by providing essential information to identify the product, understand the problem and how it occurred.

After you submit your claim we may request some additional information or contact you directly. Yours Sincerely, Dinamic Oil.

FILLING OUT THE QUESTIONNAIRE

Please complete the white boxes found on page 2 of the questionnaire.

We require 4 key pieces of information to start the process:

- 1) Your contact information.
- 2) The Product and Service or Non Conformity claim Reference Documents.
- 3) The Product Identification Data (Code, Serial Number) - Pictures are recommended.
- 4) A brief description of the issue and how it occurred.

Send the completed documents to "SERVICE.USA@DINAMICOIL.COM"

The "Non Conformity Codes" section is divided into categories and problem type. Please, feel free to select the codes most appropriate to your case. Or add more detail in the "Describe Others" line.

In the "Problem(s) Description" section please describe the issue in detail.

In the "Additional Information" Section you will find questions aimed at collecting important details about your issue.

The "Tests Performed" section for hoists will also be very helpful in understanding the root cause of the issue. If possible, please perform the test and fill out the related boxes. The hoist troubleshooting document available on line can assist.

FILL OUT AND SUBMIT - WE WILL TAKE CARE OF THE REST

After receiving your NC or RGA request at service.usa@dinamicoil.com we will complete the form and send you back a confirmed RGA#. Please sign, date, print a copy of the document and attach it to the product being shipped back to Dinamic Oil. Upon receipt we will inspect it, assess the damage and file a Failure Analysis Report. Our Operations Department will contact you when the Report is complete to discuss the warranty, repair or disposal of the product.



SERVICE REQUEST/NON CONFORMITY

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CUSTOMER NAME:	DATE:

CUSTOMER INFORMATION

CONTACT:	WORK PHONE:	CELL PHONE:
POSITION:	E-MAIL:	

REFERENCE DOCUMENTS

SHIPMENT DATE FROM DINAMIC OIL:	CUSTOMER REFERENCE #	CASE #	RGA #	SDG # <small>(INTERNAL USE ONLY)</small>
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PRODUCT INFORMATION

PRODUCT CODE:	PRODUCT MODEL:	QUANTITY:
SERIAL NUMBER(S):		

IDENTIFICATION CODE(S)

Please, read below the codes assigned to each Process Phase and Non Conformities. Feel free to fill in all the boxes that apply to your case.

Non Conformity Codes

Casting		Machining		Assembly		Painting		Functionality		Shipping Packaging	
Rusty	11	Wrong Rugosity	21	Wrong ratio	31	Rust	41	Leaking Oil	51	Wrong Item(s)	61
Surface Roughness	12	Turning off Tolerance	22	Wrong Configuration	32	No Adhesion	42	Not Hoisting or Pulling	52	Wrong Quantity	62
Porosity on Bored Holes	13	Milling off Tolerance	23	Loose Bolts or Parts	33	Wet or Soft	43	Brake not Holding Load	53	Missing Items	63
Porosity on Machined Surfaces	14	Bores or Threads off Tolerance	24	Missing/Damaged Seals	34	Paint Missing; Too Thin, Uneven or Cracked	44	Noisy/Shaky/Jerky Roughness	54	Improper Packaging	64
.....	15	Machining on Wrong Position or Direction	25	Wrong Valve, Motor, Phasing	35	Paint Chipped or Scratched	45	Incorrect Hoisting or Pulling Direction	55	Wrong Documentation or Labeling	65
Other (describe)	16	Other (describe)	26	Other (describe)	36	Other (describe)	46	Other (describe)	56	Other (describe)	66

NON CONFORMITY CODE(S): enter all that apply

Other	
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PROBLEM(S) DESCRIPTION

ADDITIONAL INFORMATION

When or how did the problem begin?	
Did the problem worsen with time?	
Did the problem appear suddenly or gradually?	
What actions have been taken to eliminate the problem?	
How many hours has the Unit worked?	Additional Comments:
Did that yield any changes?	

TESTS PERFORMED (HOISTS ONLY)

NO LOAD CONDITION:			FULL LOAD CONDITION:		
	PRESSURE READING (PSI)	FLOW READING (GPM)		PRESSURE READING (PSI)	FLOW READING (GPM)
RAISING			RAISING		
LOWERING			LOWERING		



3

RG - RETURN GOODS AUTHORIZATION

WARNING: DISASSEMBLING THE UNIT WILL VOID THE WARRANTY

CHARGES AND FEES

Inspection fee includes disassembly, cleaning, damage assessment and re-assembly as is. Repairs will be charged separately at \$90/hr

All fees will be waived if the Unit(s) is under warranty

GEARBOXES

SERIES	RE110 to RE 1020		RE1520/RE2520/RE3000/3510/4810		GB6000 to GB26000/EH13000 to 33000	
Inspection Fee	Min. \$105	Max. \$260	Min. \$210	Max. \$525	Min. \$365	Max. \$735
Scrapping Fee	\$10.00		\$35.00		\$80.00	

HOISTS

SERIES	A11 TO A24 and NP05 TO NP12		A30 to A81; S15; S35		A120; A150; A15 to A21; S/SE/ Series.	
Inspection Fee	Min. \$ 155	Max. \$315	Min. \$ 260	Max. \$ 470	Min. \$ 315	Max. \$ 630
Scrapping Fee	\$10.00		Min. \$ 20	Max. \$ 50	Min. \$ 60	Max. \$ 120

INTERNAL USE ONLY. CUSTOMER NOT TO FILL OUT THIS PORTION

CUSTOMER	CASE NUMBER	CASE ISSUE DATE
CONTACT	WORK PHONE	CELL PHONE
POSITION	E-MAIL	

LINKED DOCUMENTS

CUSTOMER NON CONFORMITY DOCUMENT NUMBER	RG A NUMBER (INTERNAL USE ONLY)	SDG NUMBER (INTERNAL USE ONLY)

PRODUCT INFORMATION

PRODUCT CODE	PRODUCT MODEL	QUANTITY
SERIAL NUMBERS		

WARRANTY STATUS: Notes

After receipt of our Inspection Report and Repair Quotation you have 30 days to respond. If responses have not been received after 30 days the product may be d and you will be invoiced for the Inspection and Scrapping Fees.

Our General Conditions of Sale (GCS) can be found at www.dinamicoil.us

IMPORTANT: THE INSPECTION WILL BE PERFORMED WITHIN DAYS IF THE PART(S) WILL BE RECEIVED BY

Please sign for acceptance: Print: Signature: Date:

ATTENTION: FOR DINAMIC OIL PERSONNEL ONLY

RG A # Generated by: Dept:

VERY IMPORTANT:

The RGA # MUST be clearly visible on on your Shipping Documents. A Signed copy of this Document MUST be attached to your Shipping Documents

RG A #



FA - FAILURE ANALYSIS: LABOR

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PRIORITY LEVEL:	CUSTOMER NAME:	CASE NUMBER:	CASE ISSUE DATE:

LINKED DOCUMENTS:		
CUSTOMER NON CONFORMITY DOCUMENT NUMBER	RGA NUMBER	SDG NUMBER

PRODUCT INFORMATION:		
PRODUCT CODE:	PRODUCT TYPE:	QUANTITY:
SERIAL NUMBER(S):		

CUSTOMER DESCRIPTION OF PROBLEM:

INSPECTION REPORT:	
FAILURE ANALYSIS	
RECOMMENDED ACTIONS	

WARRANTY:
Notes:

PRODUCT INSPECTION AND DAMAGE COSTS ASSESSMENT:		
LINE	SCOPE OF WORK AND REPAIR TIME ESTIMATE:	HOURS
10	Inspection: cleaning, disassembly, damage assessment, re-assembly as is.	
20		
30		
40		
50		
60		
70		
80		
90		
100		
		Hours Total: 0.00
		\$ 55/h Labor Total: \$0.00

REMARKS
WARNING

CAREFUL

Inspected By: Department: Inspection Date:

This page is intended to be used to inspect the Failed Goods and Assess the Damage. FA-Failure Analysis and Repair Work Cost Form Rev.: 0.4 18/07/2016



QU - PARTS & LABOR

Dinamic Oil North America Tel: +1.704.587.4600
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Table with 3 columns: CUSTOMER NAME, CASE NUMBER, CASE ISSUE DATE

LINKED DOCUMENTS: Table with 3 columns: CUSTOMER NON CONFORMITY DOCUMENT NUMBER, RGA NUMBER, SDG NUMBER

PRODUCT INFORMATION: Table with 3 columns: PRODUCT CODE, PRODUCT TYPE, QUANTITY
SERIAL NUMBER(S):

DAMAGED PARTS LIST: Table with 7 columns: LINE, CODE, In Stock Y/N, Description, Q.ty, UNIT PRICE, TOTAL. Rows 10-250

Summary table with 2 columns: Label (Parts, Inspection Fee, Scrapping Fee Amount), Amount (\$ -)

ESTIMATED REPAIR TIME IF ALL PARTS ARE IN STOCK	Labor cost Total (\$105/h):	\$ -
	Grand Total:	\$ -

This page is intended to be used to Inspect the Failed Goods and Assess the Damage. FA-Failure Analysis and Repair Work Cost Form Rev.: 0.4 18/07/2016



FA - FAILURE ANALYSIS \ QUOTATION

Dinamic Oil North America Tel: +1.704.587.4600
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CUSTOMER NAME:	CASE NUMBER:	QU NUMBER:

Addressee:	Phone:	Email:

LINKED DOCUMENTS:			
CUSTOMER NC DOCUMENT NUMBER:	DONA SDG:	DONA RGA:	DONA RSO:

PRODUCT INFORMATION:		
PRODUCT CODE:	PRODUCT TYPE:	QUANTITY:
SERIAL NUMBERS:		

Please find here below our Repair Quotation for the Product Returned to us with above described Documents.

WARRANTY:
Notes:

PROBLEM ANALYSIS:	
Customer Problem Description:	
FAILURE ANALYSIS:	
RECCOMENDED ACTIONS:	

REPAIR COSTS:		
10	Inspection Fee: disassembly, cleaning, damage assessment, re-assembly as is.	\$ -
20	Scrapping Fee	
30	Labor: repair and re-assembly	\$ -
40	Parts	\$ -
Total: USD		\$ -

TERMS:		
Delivery Terms:	Estimated Repair Time After Receiving PO:	Payment Terms:

Issued by:	Department:	Date:	Quotation Validity:

Customer Quotation Acceptance PO Number:	Date:

This page is intended to be used to file a Repair Quotation to Customers for NON Warrantable Products.

QU-Quotation and Repair Work Cost Form Rev.: 0.4
18/07/2016



RSO - REPAIR SALES ORDER

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CUSTOMER NAME:	CASE NUMBER:	RSO NUMBER:

CUSTOMER ACCOUNT NUMBER:	CUSTOMER NC DOCUMENT NUMBER:	DONA SDG:	DONA RGA:

Addressee:	Phone:	Email:

PRODUCT INFORMATION:

PRODUCT CODE:	PRODUCT TYPE:	QUANTITY:
SERIAL NUMBER(S):		

REPAIR ADVANCEMENT:

IMPORTANT NOTICE: After Inspection the Product warranty has been deemed:

Notes:

INTERVENTION TYPE:	Other:	CUSTOMER REPAIR PO:

DELIVERY:

Quoted Repair Time:	Actual Lead Time from PO:	Delivery Terms:	Payment Terms:

CARRIER:	Other (Specify):

BILL OF LADING NUMBER:	DATE:

INVOICING:

LINE	DESCRIPTION:	Cost:
10	Inspection Fee: disassembly, cleaning, damage assessment, re-assembly as is.	\$ -
20	Scrapping Fee	
30	Labor: repair and re-assembly	\$ -

40	Parts	\$	-
		Total Invoiced USD:	\$ -

Issued by:	Department:	Quotation Validity:	Date:

This page is intended to be used to Confirm a Repair Sales Order on NON Warrantable Products.

RSO-Repair Sales Order Confirmation Form Rev.: 0.4 18/07/2016



MR - REPAIR MODULE

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CUSTOMER NAME:	CASE NUMBER:	MR NUMBER:

CUSTOMER ACCOUNT NUMBER:	CUSTOMER NC DOCUMENT NUMBER:	DONA SDG NUMBER:	DONA RGA NUMBER:
345678			

Addressee:	Phone:	Email:

PRODUCT INFORMATION:		
PRODUCT CODE:	PRODUCT TYPE:	QUANTITY:
SERIAL NUMBER(S):		

REPAIR ADVANCEMENT:		
IMPORTANT NOTICE: After Inspection the Product Warranty has been deemed: 		
Notes: <input style="width: 600px; height: 20px;" type="text"/>		
INTERVENTION TYPE:	Other:	CUSTOMER REPAIR PO:

DELIVERY:			
Quoted Repair Time:	Actual Lead Time from PO:	Delivery Terms:	Payment Terms:
CARRIER:	Other (Specify):		
BILL OF LADING NUMBER:	DATE:		

INVOICING:		
LINE	DESCRIPTION:	Cost:
10	Inspection Fee: disassembly, cleaning, damage assessment, re-assembly as is.	\$ -
20	Scrapping Fee	

30	Labor: repair and re-assembly	\$	-
40	Parts	\$	-
		Total Invoiced USD:	\$ -

Issued by:	Department:	Quotation Validity:	Date: