

**Product Information**

**Warranty claims**

Product: Pneumatic Tools  
Process: How to submit a warranty claim?  
Intended to: Ingersoll Rand dealers

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- Is your Ingersoll Rand pneumatic tool still in the warranty coverage period?  
*Reminder: Ingersoll Rand tools warranty lasts one year from date of purchase.  
Specific warranty information can be found in the manuals.*
- If yes, do you have an access to ESANET?  
*Yes: Use the proper ESANET warranty submission procedure.  
No: Use the following instructions:*
- Send a "Warranty Request Form.doc" to the administrator:  
*Andrea Barichello, IRI Dublin  
[andrea\\_barichello@eu.irco.com](mailto:andrea_barichello@eu.irco.com)  
+353 1 870 7221*  
with the following elements:
  - Tool denomination
  - Serial number
  - Date of purchase to Ingersoll Rand
  - Description of failure with good quality drawings and/or pictures
- With this information, the technical staff will judge whether the failure has really been caused by a defect of manufacturing/workmanship. The warranty administrator will inform you whether the request has been approved or not.
- If the answer is positive, you get refunded on the price of the spare parts by a credit note edited by the warranty administrator.



PS: *It is usual that dealers don't wait the warranty approval before placing the order for replacing spare parts. This allows them to improve their service level to the end-user.*

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