

Mast Warranty Coverage Procedure

The following procedure must be used in order for The Will-Burt Company to support warranty claims for Mast and Lighting products that The Will-Burt Company Manufactures. **It is imperative for Will-Burt to be involved in any warranty product claim before any work is performed that would be covered under the warranty.**

1. The End Customer, Dealer, or OEM must Fill out and submit a Will-Burt Company Product Warranty Claim Form which includes Serial Number and Part number for affected product. Will-Burt will also need explanation of the issue the product is experiencing. **Please print and scan the Warranty Claim Form on the other side of this page and email to WBService@willburt.com**
2. After the Will-Burt Company Warranty Claim form is submitted you will receive a Will-Burt Warranty Authorization number which will become your warranty product case number.
3. Will-Burt will determine at the time the claim form is submitted if the product will be requested to be returned to the Will-Burt factory at customer's expense or Will-Burt may determine to send a service representative which will solely be determined by The Will-Burt Company.
4. If warranty of the product judged by Will-Burt to be defective in material or workmanship, the product will be replaced or repaired at the option of Will-Burt, free from all charges except authorized transportation.

Customer/Dealer Performing the Work

First Name	Last Name	

E-Mail Address	Phone Number	

Address	City	

State	Zip	Country

Contact Person (if different than Customer/Dealer)

First Name	Last Name	

E-Mail Address	Phone Number	

Address	City	

State	Zip	Country

Physical Location of Will-Burt Product to be Worked On: * _____

Light Towers (Please select one item per form):

<input type="radio"/> Night Scan Chief	<input type="radio"/> Night Scan Xtreme	<input type="radio"/> Other Light Tower
<input type="radio"/> Night Scan Powerlite	<input type="radio"/> Night Scan Vertical Complete	
<input type="radio"/> Night Scan Profiler	<input type="radio"/> Night Scan Vertical	

Pneumatic Masts (Please select one item per form):

<input type="radio"/> Non-Locking	<input type="radio"/> Locking	<input type="radio"/> Other Pneumatic Mast
<input type="radio"/> Internally Wired Non-Locking	<input type="radio"/> Inflexion	

Mechanical Masts / Field Masts (Please select one item per form):

<input type="radio"/> Stiletto®	<input type="radio"/> AntennaMast™ Model AM2	<input type="radio"/> Other Mechanical Mast / Field Mast
<input type="radio"/> Mast Tilt System	<input type="radio"/> Hurry-Up Mast	
<input type="radio"/> Expedition Series®	<input type="radio"/> (QEAM) Quick Erecting Field Mast	

Mast Accessories (Please select one item per form):

<input type="radio"/> D-TEC Safety System	<input type="radio"/> Pneumatic Hand Pumps	<input type="radio"/> Other Mast Accessory
<input type="radio"/> Stiletto HD	<input type="radio"/> Manual Antenna Positioners (MAP)	
<input type="radio"/> Pneumatic Compressors	<input type="radio"/> Electric Pan & Tilt Positioner	

Description of Problem

Model Number: _____ Serial Number: _____

Please scan and attach any necessary images.

***Required Fields**