



## Seat Heater Warranty Procedure Guide

### Assess The Issue:

- Is the seat heater covered under warranty? **When was it installed?**
  - o Our seat heaters have a 3yr 36,000mi (60,000km) warranty from time of customer purchase.
  - o Can you locate the original end customer invoice (or equivalent)?
- Is something not working as it should?
  - o Are the pads functioning properly?
  - o Is the switch functioning properly?

### Troubleshoot: **Leather or Factory Cloth Seat Skin?**

- Try to figure out what the problem is.
- If you have extra stock, try replacing components to help identify the problem

### Documentation:

We need 5 items documented:

- **DONMAR Invc.# & Date sold to shop**
- Copy of original end customer invoice (or something equivalent)
- What is the issue happening
- What did you do to test the seat heater
- Pictures of the installation – See description below. These pictures are very important.
- Comments about situation – Also very important

### **Seat heater pictures (4 shots):**

The top surface of the seat

- should be a picture that shows the entire seat; backrest and bottom

Lifted Seat Cover

- This should be a picture of the seat cover being lifted (still partially attached to the seat)
- should show the pad in it's original place on the seat

### **Detailed view of seat heater damaged area**

Under Seat Cover

- should be a picture of the whole seat
- should show the pad in its original place on the seat

Foam

- should be a picture of the whole seat
- should show the bare foam

**Seat Heater Warranty covers repair or replacement of PARTS ONLY. Labor and incidental damages are NOT covered and not subject to warranty reimbursement. Under certain circumstances, we MAY be able to offer additional seat heaters or credit to help offset costs as a customer courtesy.**