

# Standard Operating Procedure (SOP)

## Manufacturer Warranty and Service Records Maintenance

This SOP details the procedures for **manufacturer warranty and service records maintenance**, covering the documentation, tracking, and management of warranty information and service history for all equipment and products. It ensures systematic recording of warranty terms, service dates, repair details, and compliance with manufacturer guidelines to optimize asset lifecycle, facilitate warranty claims, and maintain accurate service records for operational efficiency and accountability.

### 1. Purpose

To establish a systematic process for maintaining complete and accurate manufacturer warranty and service records for all equipment and products.

### 2. Scope

This SOP applies to all departments responsible for managing equipment and products under warranty and/or requiring scheduled maintenance or repairs.

### 3. Responsibilities

- **Asset Manager/Coordinator:** Ensure compliance with this SOP and oversee record maintenance.
- **Maintenance/Technical Staff:** Record service and repair details promptly and accurately.
- **Purchasing/Procurement:** Provide manufacturer warranty documentation upon equipment acquisition.

### 4. Procedures

#### 1. Record Creation and Documentation

- Upon acquisition, obtain all manufacturer warranty documents and service manuals.
- Create a digital and/or physical file for each piece of equipment, including:
  - Warranty certificates (scanned or original copies)
  - Purchase receipt/invoice
  - Warranty start and expiry dates
  - Terms and conditions, including coverage and exclusions
  - Manufacturer contact details
  - Recommended service schedule

#### 2. Tracking and Maintenance

- Maintain a centralized register (digital or hardcopy) tracking all equipment and products with warranty and service details.
- Log all scheduled and unscheduled service events, including:
  - Date of service
  - Nature of service or repair
  - Service provider details
  - Parts replaced
  - Next scheduled service date
- Set reminders for upcoming warranty expirations and scheduled services.

#### 3. Warranty Claims Management

- Review warranty coverage prior to initiating repair or maintenance.
- Initiate warranty claims promptly with complete documentation as required by the manufacturer.
- Record claim reference numbers, correspondence, and claim outcomes in the equipment file.

#### 4. Review and Audit

- Conduct periodic audits (quarterly/annually) of records for completeness and accuracy.
- Report discrepancies or expired warranties to management for corrective action.

### 5. Recordkeeping

Record Type	Retention Period	Storage Location
Warranty certificates	For life of equipment + 1 year	Centralized digital/physical archive
Service and repair logs	For life of equipment + 1 year	Maintenance management system
Warranty claim records	3 years post claim resolution	Equipment file

### 6. References

- Manufacturer warranty policies
- Internal asset management guidelines
- Document control procedure

### 7. Revision History

Date	Revision	Description	Prepared By
2024-06-10	1.0	Initial SOP release	[Name]