

# How to Report a Field Service Issue

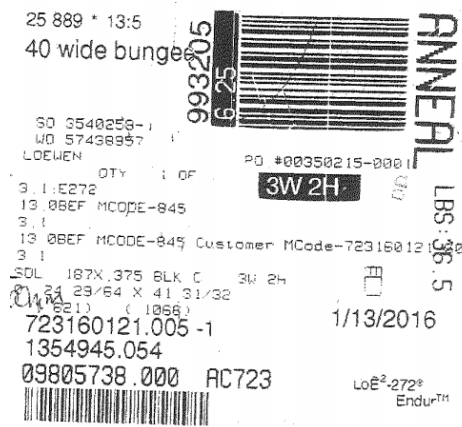
This information allows us to be more responsive to the issues in the field.

Please forward the below information DIRECTLY to your Service Advisor along with SWIFT.

## Required Information:

- Order Number and Line Number (eg order 1403899 line 058)
  1. Can be located on shipping packaging
  2. Can be located on Cardinal sticker on glass
  3. Can be located on sticker on glass
  4. Can be located in Cardinal etching in corner of sealed unit
- Photos Required
  1. Please provide minimum 2 photos
  2. One clear photo of issue close-up
  3. One clear photo of entire unit
  4. Any other photos you see as beneficial

Samples of stickers and etching:



Shipping Label

Glass Sticker

Cardinal Etching on Glass

Samples of Photos Required (Example: Poorly assembled casing)



Issue Close-up

Issue Close-up

Entire Unit