
FIELD PROBLEM

Rep Procedure

Please follow these procedure steps to advise a Field Problem. This will ensure the correct parties are reviewing your Field Problem and reduce valuable time in helping the end customer.

1. Complete FORM: Field Problem Report
2. Email completed FORM to your appointed customer service contact
 - Provide as much detail on the form and include photos or video.

Upon receipt of your form, the Greenheck customer service contact will direct your field problem to a designated resource engineer. The engineer may contact you direct to obtain further information and may request more details.

It is the commitment to our representatives and customer to assist in making timely resolutions to any reported Field Problem.