



HOW TO COORDINATE WARRANTY & SERVICE

Thank you for purchasing a Ready Access product!

To ensure the best service experience, please review the following guideline.

COORDINATING SERVICE

To initiate the request, please fill out this brief service request form (serial number required).

Please upload supporting photos or short videos to illustrate the issue.

Link to [Service Request Form](#)

Depending on the age of the window and nature of the problem, Ready Access will provide troubleshooting to hopefully resolve the issue without a service call. Troubleshooting guides go step by step and include video links.

If you do not have anyone onsite who can perform troubleshooting, or if you prefer to have an Authorized Service Provider service the window, we will give you a company to contact. For the quickest resolution, the technician should have uninterrupted access to the window during the service visit.

- If the issue is a **manufacturing defect**, Ready Access will cover the service cost.
- If the issue is **installation- or maintenance-related**, the site will be responsible for service charges.

SERVICE RESOURCES

[Service Request Form](#) (serial number required)

[Manuals, Trouble Shooting Guides and Service Videos](#)

[Search Tool for Authorized Service Providers](#)