

Zero Mile / Hour Defect Definition Statement

8/17/2010

A zero mile / hour defect is defined as any failure that occurs on a new product prior to or during the time of installation and first operational test. A defect is defined as any problem that will not allow the product to function as designed to a predetermined standard of operation under conditions that the product has been tested. Other examples of zero mile defects include but are not limited to wrong part, missing or wrong paperwork or documentation, improper label.

Please contact the WPNA quality department for assistance handling all zero mile defect claims at
810-593-6000.