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SERVICE REQUEST LETTER

Dear Sir/Madam

Thank you for contacting us, to report that your machine is not operating properly. This will be dealt with under the terms and conditions of the warranty, you received when you purchased the goods. It is imperative you check them accordingly.

There are many things that are not covered by warranty and where this is the case, you must pay for the service call. It is therefore important, you consult the instruction booklet before the engineer attends, to ensure that the fault that you are reporting, is covered by the warranty.

Common exceptions may include the following:

- Misuse
- Site issues (eg.room temperatures/ventilation/positioning)
- Failure to clean or maintain the product in accordance with instructions
- Incorrect, poor or faulty installation/re-assembly
- Poor or faulty services (eg. utilities)
- Physical damage
- Damage/blockages caused by foreign objects
- Faults caused by poor quality products/detergents etc.
- Failure to comply with the instructions supplied with the product

Many "faults" are not actually a fault of the product but due to the use or installation of the machine. Statistics show that in some cases over 90% of reported or suspected faults are down to use, installation or misunderstanding on the part of the user. Before arranging the service call we strongly suggest you carry out checks to ensure the fault is with the product itself and covered by the warranty.

PLEASE NOTE THAT IF DURING THE VISIT THE ENGINEER FINDS THAT THE FAULT AFFECTING YOUR MACHINE IS DUE TO INCORRECT USE, INCORRECT USE OF PRODUCTS, LACK OF CLEANING, INCORRECT INSTALLATION, INCORRECT ASSEMBLY/POSITIONING/SITE ISSUES SUCH AS ELECTRICITY OR PLUMBING OR ANY OTHER FAILURE TO COMPLY WITH THE INSTRUCTIONS SUPPLIED WITH THE MACHINE, A CHARGE WILL BE MADE FOR THE ENGINEER'S VISIT.

Provided you are happy that the service call will be arranged on the above basis please complete the attached pro-forma and return it to us, signed accordingly, so that we can instruct the engineer to attend.

Yours faithfully





SERVICE CALL REQUEST

INVOICE NO:	DATE OF PURCHASE:
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CUSTOMER DETAILS:

**Contact Name* _____

**Business/Co Name* _____

**Address* _____

**Postcode* _____

**Telephone* _____

**Access Times* _____

APPLIANCE DETAILS

**Make* _____

**Model* _____

**Serial No* _____

FAULT

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CUSTOMER DECLARATION

I confirm that I have read and understood everything set out in the Service Request Letter. I agree to pay the cost of the service call and/or costs in repairing/servicing of this product if the fault(s) found are due to matters not covered under the warranty terms, for example:-

- Misuse
- Site issues (eg.room temperatures/ventilation/positioning)
- Failure to clean or maintain the product in accordance with instructions
- Incorrect, poor or faulty installation/re-assembly
- Poor or faulty drainage
- Poor or faulty services (eg. utilities)
- Physical damage
- Damage/blockages caused by foreign objects
- Faults caused by poor quality products/detergents etc.
- Failure to comply with the instructions supplied with the product

Signed:
Print Name:
Position:
Date: