

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, this is 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 - no fault found

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.

If you have a gas appliance or a unit that has been hardwired into the mains electric we do require the install commissioning certificate prior to arranging an engineer to attend site. Failure to provide this information could result in your warranty call being rejected or delayed.

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 FAULTS 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 form and return it to us, signed accordingly, so that we can instruct the engineer to attend.

Yours faithfully

Catering Appliance Superstore

SERVICE CALL REQUEST

Order/Invoice Number	
Site Name	
Site Address	
Line 2	
Town	
County	
Postcode	
Telephone	

Machine Type			
Model		Serial Number	We will be unable to process a service case without a products serial number
Fault details (problem with machine)			
Access times	4 hours minimum		
Equipment installed correctly by	Company name		
If gas, Installation Company's Gas Safe registration attached	Yes <i>Delete as appropriate</i>	No <i>Delete as appropriate</i>	
If hardwired, Installation Company's receipt/report attached	Yes <i>Delete as appropriate</i>	No <i>Delete as appropriate</i>	

Please confirm the following where applicable	Yes	No
Electricity / Gas / Water is connected correctly & switched on to the appliance		
Site drainage connected is clean		
Ambient room temperature is correct		
All filters are clean		
Appliance is correctly loaded		
Appliance is being used for purpose it was designed for		
Appliance is being used as per instruction manual		
Appliance is not damaged		
Water treatment unit fitted (combination ovens)		
Reset button has been tried where applicable		

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: