

Please tick where appropriate

### Service Request

Warranty related issue you are requesting a Chamberlain Field Service Technician to attend site and resolve

### Warranty Return

Any faulty item still covered by warranty that needs to be returned to Chamberlain for assessment but **does not** require a Chamberlain Field Service Technician to attend site

Dealer Name:  Reseller Name:

Dealer Contact Number:  Reseller Contact Number:

Customer Details:

Customer/Site Contact Name:  Contact Phone No:

Business Name (If Applicable):

Address:

Suburb:  State:  Post Code:

Model Number:  Installation Date:

Door Height:  Is there an EWP available and on site? Yes  No

\*\*\*Please note Elevated Work Platforms (EWP) are **not** supplied by Chamberlain, for warranty work where the door is over 3.5m an Elevated Work Platforms (EWP) must be arranged prior to our technician attending site\*\*\*

Is a site induction required? Yes  No  Has the installer attended site? Yes  No

What is the error code?

#### Fault Description:

MAGNET NOT HOLDING ON ROLLER SHUTTER MOTOR

#### SERVICE CHARGES

Chamberlain reserves the right to apply service charges where the Service Request is for issues outside the terms and conditions of the products warranty

#### Fees:

\$140 (ex GST)- Callout Fee (including 1st hour labour)  
\$140 (ex GST)- Labour charge for each hour thereafter

\*\*\*Please note any parts and materials used for non-warranty Service Requests/Product Returns will also incur charges as will travel allowances where applicable\*\*\*

#### CONDITIONS

Service charges will be applied where there is:

- Non-warranty related faults or failures
- Rectification of errors caused by installation contrary to manufacturer specification or installation manual
- Incorrect, incomplete and/or unsafe installations

\*\*\*ALL Product Returns must be supplied with a CCN number issued by Chamberlain Customer Service prior to items being returned to Chamberlain for assessment\*\*\*

Signed: \_\_\_\_\_ Date:

Print Name:

**Signed authorisation is compulsory for completion of your Service Request/Warranty Return**