

Warranty / Service Request Form



Tel: 1300 072 000
Fax: 1300 072 001
Email: service@cyberchill.com.au

OFFICE USE ONLY

SR Number
Tech
Notes

THIS FORM MUST BE COMPLETED AND RETURNED PRIOR TO DESPATCH OF TECHNICIAN

ALL FIELDS ARE MANDATORY

Business Name								
Site Address	Shop No:		Shopping Centre (if applicable)					
	Street No:		Street Name:					
	Suburb:		State:		Post Code:			
Site Contact			Phone:		Mobile:			
Email address								
*Best time to attend		08:00 – 11:00		11:00 – 14:00		14:00-16:00		Any time

Equipment Details	Model No:		Model No:		Model No:	
	Serial No:		Serial No:		Serial No:	
	Location:		Location:		Location:	

Checklist

Is the power on? (including Circuit Breaker)

Is the condenser clean?

Is there a fault or error code displaying on the controller?

If "yes" what is displayed?

Are all doors and/or drawers closed correctly?

Cabinets Only: If cabinet has a raised pan or open well are the pans in situ and full?

Cold/Freezer Rooms Only: Is the evaporator coil iced up?

Detailed description of fault

YES

NO

Fault reported by:

Date:

Position:

Time:

Please Note: Standard warranty call-outs take place Monday – Friday between 08:00 and 16:00 (except public holidays). Any Call outs outside these times will be subject to after-hours rates.

Cabinets only: Certain items such as gaskets and light bulbs are not covered under warranty.

Anything outside our standard terms and conditions will be chargeable. Chargeable items are COD by credit card over the phone or if you have an account with CyberChill you will be charged accordingly.

Please see www.cyberchill.com.au for full terms and conditions.