**SERVICE REQUEST FORM**

***SAVE ME FOR NEXT YEAR's SERVICE***

This form, service pricing and product information can be found at [**www.KaneTest.ca**](http://www.KaneTest.ca/)

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| **STEP ONE - COMPLETE THE BACK CONTACT INFORMATION** |
| When returning an analyzer to KANE Canada, please always ensure that you enclose: |
| * Your full contact details (back side of this form)
* A daytime telephone number
* Details of faults you might have experienced
* All relevant accessories (e.g. probe, printer, adaptor and leak detectors). The accessories that are sent in will be evaluated and tested. If an accessory fails then we will quote you for a repair or a replacement
 |
| **STEP TWO - Packing your Analyzer** |

If returning an analyzer with its probe, please send them back in their case (hard or soft). The case should be put into a suitable sized box with 1-2 inches of packaging for protection. We are not responsible for items that have been damaged in transport.

If returning just an analyzer, use a container the size of a shoe box and ensure that you pack out the empty space. (newspaper will do for this).

Before sealing your package, please ensure that you have enclosed the items listed above, a copy of this form and it is clearly marked for the attention of the Service Department at the following address:

KANE Canada Attn: Service

#150 – 13571 Verdun Place Richmond, BC, V6V 1W5

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| **STEP THREE - Sending your Analyzer** |
| If you do not have an account with a courier company you can take your package to your local Post Office. It is advisable to send the package by Special Delivery so that it is insured and traceable while in transit. |

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| **ONCE DELIVERED TO US** |
| 1. Once we receive your package, it is put into our ISO Laboratory que where our Service Technicians will inspect the tool / analyzer and any accessories and confirm to you the total service cost. A Service Quote will be emailed to the email you have indicated on this form
2. Once you have reviewed and replied "**Yes"** to the Service Quote Email, payment options will be made available to you.
3. Once payment / PO is received the work will be carried out, and upon completion of the repair/ Calibration/ Recertification the unit will be returned to you by Courier free of charge.
4. After 2 weeks from your send date, you have tracked your package and we have received your item please

call 1 877 475 0648 or email SR@kanetest.ca to ensure everything is on track. |

**IS THIS THE FIRST TIME YOU'VE SERVICED THIS ITEM?**

YES NO

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**SERVICE REQUEST FORM**

**\*\*Once completed, include a copy with your service item\*\***



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| **Contact Details** |  |  |
| Todays date: |  |  |
| Contact Name: |  | * Contractor
 |
| Company Name: |  |  |
| Phone: | Fax: |  |
| Email: |  |  |
| Return Address: |  |  |
| City: | PV: | Postal Code: |
| Courier : | Courier Account #: |
| (For return shipping if applicable) |
| PO# or Reference #: |  |  |
| \*\* Visa / Mastercard/ AMEX information will be required for all Service customers |
| Name on Card: |  |  |
| C/C #: | Expiry: | CCV: |

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| **Unit Information and Service Required** |
| Make / Model: | Serial #: |

Full Service/ Calibration Included

Calibration

Warranty Request

**\* Warranty requests must include a copy of the original proof of purchase**

Repair Service\*\*/ Calibration included

\***\*Faults / Comments are Mandatory for Repairs**

Calibration with Data AS-LEFT AS-FOUND Data (Extra Fee)