

Authorized Service Repair Form




Please fill out and return with machine.

COMPANY NAME: _____

CONTACT NAME: _____


CONTACT PHONE NUMBER: _____

MODEL:

- | | | | | |
|---|---|-------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> TS .75 |  | <input type="checkbox"/> Ultra 250 |  | <input type="checkbox"/> Ultra 250E |
| <input type="checkbox"/> TS 1.5 | | <input type="checkbox"/> Ultra 600 | | |
| <input type="checkbox"/> #10 | | <input type="checkbox"/> Ultra 1300 |  | <input type="checkbox"/> Ultra 600E |
| <input type="checkbox"/> Deluxe | | | | |
| <input type="checkbox"/> Industrial 400 | | | | |

SERIAL NUMBER: _____

DESCRIBE THE PROBLEM WITH UNIT: _____

- 1) Please clean the body of your machine. This makes it easier for our staff to perform their duties.
- 2) Sign this form which states that this machine has not come in contact with any harmful chemicals or substances that could potentially cause harm to our staff.
- 3) Package the machine so it is protected for shipping purposes. Please ship with the original packaging if possible. Propane and All-electric 3-phase units must be shipped on a pallet and covered. Do not ship any propane tanks with your repair. Winter shipping must include draining or winterizing the machine, so it will not freeze and cause more damage. If you do not know how to do this, call our office before shipping.
- 4) Insure the machine for its value to you, if it were lost or damaged.
- 5) Pre-pay the freight to our facility
- 6) Ship to:
10212-A South Mandel St.
Plainfield, IL 60585
Attn: Service Dept. 
- 7) State why the machine is coming back for repairs.
- 8) List a contact person and phone number, so we can call and review any repairs before they are prepared. An estimate will be provided. If you do not wish to have the repairs done, we will ship the machine, as is, back to you freight collect.
- 9) If the machine that is being repaired can not be shipped by UPS or FedEx small package division, and you don't have a freight company you deal with, contact our office and we will see if we can arrange shipping through our carrier.

Signature _____ Date _____

I am stating that this machine has not come into contact with any chemicals or used in hazardous conditions that will unwillingly harm our staff. If it is a vapor machine that is being returned, no chemicals have been used in the vessel or have come in contact with the heating element.