



Aker Service Request Form



Submission Date: _____
Submitted By: _____
PO Number : _____
Freight Carrier: _____

Work Order # _____
Debit #: _____
Reference #: _____

Wholesale Account Information

Account Name: _____
 Address: _____
 City,State, Zip _____
 Telephone: _____
 Fax: _____
 Email: _____

Homeowner Information

Homeowner Name: _____
 Address: _____
 City,State, Zip _____
 Telephone: _____
 Fax: _____
 Email: _____

Installer Information

Installer Name: _____
 Address: _____
 City,State, Zip _____
 Telephone: _____
 Email: _____

Service Technician Phone Log

Homeowner Contact Date: _____
 Plumber Contact Date: _____
 Wholesaler Contact Date: _____

Model Number	Serial Number	Brief Description of Damage

Homeowner

Signature: _____
 Date: _____

Service Technician

Signature: _____
 Date Service Performed: _____
 Service Time Required: _____
 Non-Warranty or Warranty: _____



Aker Service Request Form

MAAX[®]
Enjoy the experience

MAAX US Corp / Technical Service Department

718 Mid-Atlantic Parkway
Martinsburg, WV 25404
Fax: (304) 263-2379

IMPORTANT INSTRUCTIONS

WHEN REQUESTING UNIT SERVICE

1. CONFIRM PRODUCT IDENTITY PRIOR TO SUBMITTING SERVICE FORM.

Confirm the unit to be serviced is a MAAX product. If a service technician or agency is dispatched and finds the unit not to be a MAAX product, service will NOT be performed and a charge will be assessed for the appointment.

2. REVIEW & FILL IN THE FORM INFORMATION REQUESTED.

Fill out the request form completely and legibly. Incomplete forms will NOT be processed and will automatically be returned. No action will occur until a properly completed form is received.

4. A PURCHASE ORDER NUMBER **MUST** ACCOMPANY EACH SERVICE REQUEST.

3. FAX THE COMPLETED FORM TO THE MAAX TECHNICAL SERVICE DEPARTMENT.

Keep original form for your records.

AT THE TIME OF SCHEDULED SERVICE

A. THE UNIT SURFACE MUST BE CLEAN.

Surface repairs CANNOT be made on a dirty surface. Service technician or agency are not responsible for general surface cleaning of the unit prior to repair.

B. ELECTRIC SERVICE MUST BE AVAILABLE AT THE UNIT SITE.

Service technician or agency require electrical power to connect work lights, handheld tools and testing equipment for various service tasks.

C. AIR TEMPERATURE MUST BE AT LEAST 65 DEGREES AT THE UNIT SITE.

Materials used in the repair process will not cure properly below 65 degrees.

Please make copies for future repairs that are needed.