

Aker Service Request Form



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

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:

Wholesaler Contact Date:

Fax: Email: Service Technician Phone Log Homeowner Contact Date: Plumber Contact Date:

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

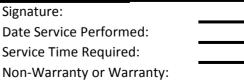
Model Number	Serial Number	Brief Description of Damage

Homeowner

Signature:

Date:

Service Technician





Aker Service Request Form



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. <u>A PURCHASE ORDER NUMBER **MUST** ACCOMPANY EACH SERVICE REQUEST</u>.

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.