



Non-PMA In house Service Request

Please complete, sign and return this request form with your Purchase Order, to: Service Manager, Radleys, Shire Hill, Saffron Walden, Essex, CB11 3AZ. Tel: 01799-513320 Fax: 01799-527239 Email: service@radleys.co.uk

Purchase Order Details

Purchase Order No: _____ Authorisers Name: _____

Dated: _____ Signed: _____

Radleys Ref: _____ (Please note that work cannot proceed without an authorised Purchase Order)

Charging Details

I will not be charged for the first thirty minutes whilst the fault is diagnosed. If after thirty minutes the fault has not been diagnosed then I will agree to pay the hourly labour rate of £100.00 plus VAT per hour up to a maximum of two hours. If after two hours the fault has still not been diagnosed I am to be contacted and further action agreed. I will pay for any consumables, refrigerant or parts not covered under warranty at full list price. I will ensure that the equipment is safe for handling and ready for repair/ service.

Signing this agreement confirms acceptance of Radleys Charges and Terms & Conditions.

Customer Details

Organisation: _____ End User Name: _____

Dept: _____ Telephone: _____

Address: _____ Fax: _____

_____ Email: _____

Postcode: _____

Equipment Details

Manufacturer: _____ Date equipment purchased: ____/____/____

Model No: _____ Serial No: _____

Supplier name and address _____

Brief description of application: _____

Description of fault or service required: _____

Thermofluid used: _____ (if applicable)

External probe in use: Yes: ____ No: ____ (tick as appropriate) Type of probe: _____

Other comments: _____

Are hazardous materials being used? (I.e. toxic / pathogenic / radioactive): Yes: ____ No: ____ (tick as appropriate)

Please describe nature of hazard: _____

It is the customer's responsibility to ensure that the unit is fully decontaminated before any work can commence, and that a fully completed "Decontamination Certificate" is completed. (Please note that work will not proceed without a Decontamination certificate)