



Non-PMA Service Request or Emergency Call-Out

Please complete, sign and return this request form to Radleys with your Purchase Order.
By signing and returning these application forms you will be agreeing to Radleys Terms & Conditions.

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 agree to pay a call-out charge of £180.00 plus VAT for UK mainland (this is inclusive of travelling time), the hourly labour rate of £100.00 plus VAT and for any consumables, refrigerant or parts not covered under the Huber 3-2-1 Warranty at full list price. I also agree to pay for any overnight accommodation charges where necessary – up to a maximum of £100 plus VAT per night. 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: _____ (please fax a map of site location if available)

Equipment Details

Manufacturer: _____ Date equipment purchased: ____/____/____
Model No: _____ Serial No: _____ (Very important)
Supplier name and address: _____
Brief description of application: _____

Description of fault: _____

Thermofluid used: _____
External probe in use: Yes: ____ No: ____ (tick as appropriate) Type of probe: _____
Unit Location: (if known – please give as much detail as possible) _____

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.

Please return request form to:

Service Co-ordinator, Radleys, Shire Hill, Saffron Walden, Essex, CB11 3AZ.
Tel: 01799-513320 Fax: 01799-525381 Email: service@radleys.co.uk Web: www.radleys.co.uk