

Zeus Appollo Solar - Service Request Form



Fax Back to: 07 3266 4758 or E-mail: support@zeusappollosolar.com.au

THIS SERVICE FORM MUST BE READ AND COMPLETED BY THE CLIENT PRIOR TO ANY REQUESTED WORK BEING CARRIED OUT.

INCOMPLETE OR INCORRECTLY FILLED OUT FORMS MAY ADD DELAYS TO YOUR SERVICE JOB.

DISTRIBUTOR DETAILS

Company Code (or name):	Contact Person:
Address:	Daytime Contact No:
Email Address:	Mobile Number:

ITEMS RETURNED

Item Code (or description)	Serial Number	Invoice No.	Invoice Date	Brief Fault Description

PLEASE ENTER A DETAILED FAULT DESCRIPTION BELOW IF REQUIRED:

(Additional information required below for inverters.)

Photo of item taken:

Return for Replacement? Return for Credit?

Credit authorization by:

Cables / Transformers returned? [YES/NO] | Manuals / Software Returned? [YES/NO] | Packing Boxes? [YES/NO]

***** Additional Information Required For Inverter Claims *****

CUSTOMER INFORMATION

Name:	Daytime Contact No:
Installation Address:	Mobile Number:
Email Address:	

SYSTEM INFORMATION

Date Of Installation:	PV Module Type:
Modules Per String:	Number Of Strings:
Wiring Configuration:	System Installer:
Installer Contact Details:	Inverter AC RCD Type:
PV Voltage:	AC Voltage:
Software/Firmware Version:	Communication Mode:
Etotal Before Failure:	Failure Date (If Known):
Failure Type:	Failure Code:

DETAILED INVERTER FAULT DESCRIPTION (Please include as much detail as possible including dates/times, error codes, any checks/tests that have been undertaken and any other information that may assist the troubleshooting process including monitoring data if available):

***** PLEASE READ THE INFORMATION BELOW CAREFULLY *****

The current charging schedule for the Service Department is as follows :-

1. "Standard Labor Charge" - \$70 per hour. (\$77 Inc GST)
2. "Standard Inspection Fee" - \$45. (\$49.50 Inc GST)
3. "No Fault Found Fee" - \$25. (\$27.50 Inc GST)

Zeus Appollo Solar does not accept responsibility for and loss of data for any reason. All care will be taken however please ensure that sensitive and important data has been backed up before delivering equipment to our workshop.

All care is taken to ensure that any items returned to Zeus Appollo Solar are returned to the client, however all items must be clearly listed above and no responsibility can be taken for lost items if not listed on this form.

Zeus Appollo Solar reserves the right to repair or replace any goods under warranty at our discretion. An inspection will be made to ensure that the products has not been mistreated, abused or neglected. If serial numbers have been removed or tampered with, warranty on the product is void immediately.

Original purchase invoice issued by Zeus Appollo Solar and valid warranty card shall be provided by clients. Failure to provide proof of purchase will result in warranty claim being refused.

Zeus Appollo Solar has the right to refuse any reimbursement or service charge or compensation claimed by the client after any replacement.

Zeus Appollo reserves the right to charge the client for any missing parts of the products which are not returned and are replaced for warranty claim.

Zeus Appollo will honour the warranty of all "Zeus Appollo" brand products provided the word "Zeus Appollo" can be identified and has not been tampered with.

Any items returned under warranty that conform to the correct specifications of the product and do not appear faulty as described by the client above will incur the "No Fault Found Fee".

Warranties are not transferable. As Zeus Appollo Solar is a wholesaler, we cannot provide end user support to clients who have purchased components from a reseller/installer. We strongly encourage end users to approach their reseller/installer for support.

All clients will receive a quotation on non-warranty service work prior to commencing. In the event that the client decides not to proceed with the quotation a "Standard Inspection Fee" will be charged for time rendered.

OUTCOME (To be completed by Service Department):

I FULLY UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS ABOVE. I AM AWARE OF THE COSTS IF ANY, THAT I WILL BE CHARGED.

Signature Of the Person Requesting RMA: _____ Printed Name: _____ Date: _____

Signature Of the Person Collecting RMA: _____ Printed Name: _____ Date: _____

TEAR OFF HERE

Your Service Number: _____

Received On: _____

Please contact Zeus Appollo Solar Service Department on (07) 3123-6148 to confirm completion prior to collection