



# Service Request Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Site Address: \_\_\_\_\_  
Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

## SERVICE TYPE

- |   |  |
|---|--|
| <input type="checkbox"/> Boiler Service / Call out fee \$236.50 Inc GST | <input type="checkbox"/> Boiler & Radiator Less than 8 \$340.00 Inc GST    |
| <input type="checkbox"/> Radiator Less than 8 \$99.00 Inc GST           | <input type="checkbox"/> Boiler & Radiator Greater than 8 \$370.00 Inc GST |
| <input type="checkbox"/> Radiators Greater than 8 \$132.00 Inc GST      | <input type="checkbox"/> Inhibitor Dosing \$121.00 Inc GST                 |

☐ IF BOILER FAULT  
Error Code: ☐ E01 ☐ E02 ☐ H20 ☐ E05 ☐ E14 ☐ E22  
☐ Other (Please Specify) \_\_\_\_\_

☐ BOILER INFORMATION  
Model: \_\_\_\_\_ S/N: \_\_\_\_\_  
Date of Installation: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Relivant information: \_\_\_\_\_

## WARRANTY TERMS & CONDITIONS

Warrantys are set out as follows; all warrantys should be directed to the installer and a full report supplied to Australian Hydronics before we attend.

Australian Hydronics can at anytime reserve the right to void a warranty if the conditions have not been met. If regular service maintenance is not performed all warrantys will be void, if the products is not correctly installed as per manufacturers install guides all warranties will be void.

If warranty is applicable we cover for the first 12 months for parts & labour and second year parts only.

Installation Company: \_\_\_\_\_  
Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Date Issue Occured: \_\_\_\_\_ Physical Location: \_\_\_\_\_

Please Attach: ☐ Photo of Installation ☐ Photo of Issue ☐ Relevant Information

Furthur Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please note that the average Service Call will take approximately 60 minutes and will be charged at \$236.50 (includes GST) and any additional works carried out are charged at \$66.00 per 30 minutes (includes GST). Radiator servicing will include the dosing of the system with a protective inhibitor this has an additional cost of \$121 (includes GST)

If the service request form is not filled out or signed, no service will be carried out.

I \_\_\_\_\_ confirm that the details in this form are true and correct and understand and agree that I'm liable for all costs incurred for servicing work as detailed above

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

**BOOKING FEE:** It is a requirement of the booking that credit card details be filled out and charged a booking fee/call out fee of \$236.50 prior to our visit. Failure to do so, will result in the booking not proceeding.

Visa: ☐ Mastercard: ☐

Card No:

Expiry Date:     CCV:

Cardholders Name: \_\_\_\_\_ Sign: \_\_\_\_\_

By signing this form I acknowledge that I am providing Australian Hydronics Pty Ltd with my credit card details for the primary purpose of completing my booking requirements. I acknowledge that this booking may include additional charges for parts or additional labour within my booking upon my agreement. I also acknowledge and agree with the warranty terms and conditions.

**OFFICE USE ONLY:**

Name: \_\_\_\_\_

Action: Site Visit ☐ Change Over ☐ Date: \_\_\_\_\_

Date of Completion: \_\_\_\_\_

NOTES: \_\_\_\_\_



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