sales@sunloverheating.com.au
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Head Office
62 Parkhurst Dr
Knoxfield VIC 3180
T: 03 9887 2131

New South Wales
Unit 1, 20-22 Foundry Rd
Seven Hills NSW 2147
T: 02 9838 0000

Queensland
Unit 4, 8 Reichert Dr
Molendinar QLD 4214
T: 07 5679 6821

South Australia
Sahara Pools & Solar
Phone: 0412 204 306

New Zealand
Oasis Technologies
Phone: 09 535 8891

CONTROLLER REPAIR REQUEST FORM

Please complete the following details in order to have your controller assessed

Date: ___ / ___ / ___
Day Month Year

CUSTOMER INFORMATION

Customer Name:

Customer Address:
Street *Suburb* *State* *Postcode*

Customer Phone Number:

Customer Email Address:

PRODUCT INFORMATION

Controller Model		**Serial Number**
Purchase / Installation Date		Was this purchase via a Builder / Pool Installer

Builder / Pool Installer Name

Sunlover Invoice number

(Copy of proof of purchase requested)

Description of Fault:

TERMS AND CONDITIONS / APPLICABLE COSTS

PLEASE ENSURE you complete the Controller troubleshooting, as a minimum service charge of $55.00 + shipping and handling is applicable for Controllers sent in that require no serviceable action.

Troubleshooting information can be located on our website http://sunloverheating.com.au/products/solar-controllers/.

All Shipping and Handling costs are the responsibility of the customer, including the return of the controller at the cost of $20.00. **Alternatively,** please provide return postage such as a 3kg postage or express satchel.

If a control unit is not covered by Warranty;

- Minimum charge for repairs of **$176.00** plus parts, shipping and handling with total of **$196.00**
- Minimum charge for repairs with onsite reinstallation of **$250.00**

The original Warranty is solely for the benefit of the original Customer and with respect to the original sale / installation only. Warranties are non-transferable.

All quoted costs are GST inclusive.

I have read and agree to these terms _____
(Please sign here)

PAYMENT DETAILS

Card Number | | | | | | | | | | | | | | | | Exp Date | | | | | CCV | | |

Name on Card _____ Signed _____

By signing this document, I authorise payment of the above charges on my credit card:

Please send completed form along with proof of purchase to:
Sunlover Heating Pty Ltd
ATTN: Controller Repairs
62 Parkhurst Drive, Knoxfield VIC 3180