

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 \$60.00 + 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/>

If a control unit is not covered by warranty;

- o Minimum charge for repairs of **\$185.00** plus parts, shipping and handling with total of **\$205.00**
- o Minimum charge for repairs with onsite reinstallation of **\$275.00**

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.

All quoted costs are GST inclusive.

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.

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