sunlover
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Head Office
6-8 Austral Place
Hallam VIC 3803
Phone: 03 9887 2131

New South Wales
Unit 2, 10 Boden Road
Seven Hills NSW 2147
Phone: 02 9838 0000

Queensland
11 Andy Court
Upper Coomera QLD 4209
Phone: 07 5679 6821

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;

- Minimum charge for repairs of **$185.00** plus parts, shipping and handling with total of **$205.00**
- 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
6-8 Austral Place, Hallam VIC 3803

sunlover heating oasis aquatics oasis heat pumps