



SCALE - TECH LIMITED
 5601 ENTERPRISE BLVD. TOLEDO, OHIO 43612
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 EMAIL: qualityservice@scaletechltd.com
 VISIT US ON THE WEB www.scaletechltd.com
 24 HOUR 7 DAYS A WEEK QUALITY SERVICE

Service Request Form

1) INVOICE / BILL TO ADDRESS: <input type="checkbox"/> END USER <input type="checkbox"/> DEALER Company: _____ Address: _____ City: _____ State/Country: _____ Zip/Code _____ Country: _____	2) SHIP TO / RETURN ADDRESS: <input type="checkbox"/> END USER <input type="checkbox"/> DEALER Facility Name: _____ Address: _____ City: _____ State/Country: _____ Zip/Code _____ Country: _____
3) CONTACT/ END USER INFORMATION: Contact Name: _____ Phone #: _____ Fax #: _____ e-mail: _____	
4) PURCHASING INFORMATION: Contact Name: _____ Phone #: _____ Fax #: _____ e-mail: _____	
5) REPAIR INFORMATION: Model Ref: _____ Serial #: _____ Model Ref: _____ Serial #: _____ Model Ref: _____ Serial #: _____ Model Ref: _____ Serial #: _____ Model Ref: _____ Serial #: _____	
6) PROBLEM: _____ _____ _____	
7) <input type="checkbox"/> CHECK HERE IF WARRANTY CLAIM. Please include original invoice / proof of purchase.	
8) EXPEDITED SERVICE ON PRE-APPROVED REPAIRS: <i>Equipment received with repair approval purchase orders (hardcopy) are sent straight to a qualified service technician with no delay for repair cost approval.</i> Scale-Tech, Ltd. is authorized to complete any repair up to and including the amount indicated below (fill in pre-approved amount): Up to <input style="width: 150px; height: 20px;" type="text"/>	
Purchase Order Number: _____ Authorization: Name: _____ Signature: _____	Where relevant: Contract Number: _____ Tax Exempt ID: _____ Date: _____

Products are evaluated upon arrival at our repair facility. You will receive, via fax, a repair cost estimate within approx. two days of receipt. Repairs up to the pre-approved amount above will be performed immediately if a **hardcopy** purchase order is supplied. Evaluated units requested to be returned unrepaired may be subject to a shipping fee.

Send your repair via Ups or any carrier with a copy of this form. You can pre-notify us of your repair by faxing this form, Emailing this form as an attachment, or by completing the form in the Request Information section of our website (www.scaletechltd.com). This will allow us to give you the best possible service.

Scale-Tech, Ltd. Warranty and Equipment Document.

- 1.0 Project Requirements.
 - 1.1 It is the responsibility of Scale-Tech, Ltd. to provide the customer with equipment that complies with all local, state and federal regulations, including those promulgated under OSHA and EPA. Factory Mutual, National Board of Fire Underwriters and National Electric Codes will be met or exceeded, where applicable. Customer will notify Scale-Tech, Ltd. of any preferential equipment that is to be used in proposed project. Scale-Tech, Ltd. and customer representative will agree in writing or by signature that all equipment is suitable and acceptable for proposed projects. This includes any mechanical, environmental, electrical or physical issues that may have effect on equipment performance.
 - 1.2 It is the customer's responsibility to provide Scale-Tech, Ltd. clean, dedicated power sources for electrical components for proposed project, where applicable.
- 2.0 Operating Conditions.
 - 2.1 Scale-Tech, Ltd. will only supply customer with equipment that is environmentally suitable for proposed projects. i.e.: S.S., hermetically sealed, water proof, etc., where applicable.
- 3.0 Electrical Specifications.
 - 3.1 It is the responsibility of Scale-Tech, Ltd. to provide the customer with equipment that complies with all local, state and federal regulations, including those promulgated under OSHA and EPA. Factory Mutual, National Board of Fire Underwriters and National Electric Codes will be met or exceeded, where applicable. Customer will notify Scale-Tech, Ltd. of any preferential equipment that is to be used in proposed project. All equipment must be agreed upon in writing, or by signature, by both Scale-Tech, Ltd. and customer representative. It is the customers responsibility to provide Scale-Tech, Ltd. clean, dedicated power sources for electrical components for proposed project.
- 4.0 Equipment and Labor.
 - 4.1 Customer to provide main electrical disconnects, drains, and feed water if and where applicable. Customer to provide a staging area location for all supplier equipment, pertaining to project, where applicable.
 - 4.2 Scale-Tech, Ltd. to provide all labor, equipment, construction materials, tools, equipment and specialized installation and testing equipment pertaining to project, where applicable.
 - 4.3 Scale-Tech, Ltd. will be available and will provide customer with 24-hour, 7-day emergency onsite technical service.
 - 4.4 Scale-Tech, Ltd. will provide customer with a list of recommended spare parts for any and all equipment pertaining to equipment serviced or sold by Scale-Tech, Ltd.
 - 4.5 Customer to provide Scale-Tech, Ltd. with safe work, cutting, grinding, electrical and all other permits pertaining to proposed project in a timely period to insure prompt repair and/or replacement.
- 5.0 Warranty of Equipment.
 - 5.1 Scale-Tech, Ltd. will only quote and/or supply customer with equipment that has a 24 month warranty period after date of purchase. Scale-Tech, Ltd. will only quote customer projects or repairs that carry a 24 month warranty. If defects are found by customer and reported to Scale-Tech, Ltd. within the warranty period, Scale-Tech, Ltd. will repair or replace at no charge to the customer.
 - 5.2 The warranty will not cover:
 - 5.2.1 Equipment not purchased or installed by Scale-Tech, Ltd.
 - 5.2.2 Routine maintenance and consumables.
 - 5.2.3 Failures not reported to Scale-Tech, Ltd.
 - 5.2.4 Failure or damage caused due to negligence, accidents, environmental conditions, chemical or material spills, improper installation, improper operation, water damage, electrical damage or act of God.
 - 5.2.5 Equipment that has been tampered with, repaired, modified or altered by anyone else other than a representative of Scale-Tech, Ltd.
 - 5.2.6 Any equipment that has serial number and/or nameplate removed or modified.
 - 5.2.7 Any replacement parts or equipment to repair existing equipment not purchased by Scale-Tech, Ltd. These parts will be installed within the manufacturers warranty terms and specifications, and will only be performed with customer approval.
 - 5.2.8 Any customer specified preferential equipment that does not carry a 24 month warranty. Manufacturers warranty terms and specifications would apply.
- 6.0 Equipment Performance.
 - 6.1 It is the responsibility of Scale-Tech, Ltd. to provide the customer with equipment that complies with all local, state and federal regulations, including those promulgated under OSHA and EPA. Factory Mutual, National Board of Fire Underwriters and National Electric Codes will be met or exceeded, where applicable. Customer will notify Scale-Tech, Ltd. of any preferential equipment that is to be used in proposed project. All equipment must be agreed upon in writing, or by signature, by both Scale-Tech, Ltd. and customer representative. It is the customer's responsibility to provide Scale-Tech, Ltd. clean, dedicated power sources for electrical components for proposed project.
 - 6.2 Scale-Tech, Ltd. and customer representative will agree in writing or by signature that all equipment is suitable and acceptable for proposed projects. This includes any mechanical, environmental, electrical or physical issues that may have effect on equipment performance.
- 7.0 Terms and Conditions.
 - 7.1 Acceptance of order is conditioned upon customer acceptance of the terms and conditions set forth in this document. Customer agreement to be bound by and comply with these terms. The terms on the face of this document, and all referenced attachments constitute the agreement between customer and Scale-Tech, Ltd. No amendment or modification shall be binding by Scale-Tech, Ltd. unless signed by the General Manager of Scale-Tech, Ltd. Any conflicting or additional terms or conditions set forth by customer in a purchase order or other document are not binding upon Scale-Tech, Ltd.

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THANK YOU FOR YOUR COOPERATION - WE APPRECIATE YOUR BUSINESS

on-line Service Request

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