

SERVICE REQUEST FORM



STEP 1: Service Questions

Which month and year was the Breezway's product supplied?(M) (Y)

When was the site inspection conducted? Date:

Which troubleshooting guide was used?

Which Breezway care and maintenance conditions was performed?

<https://www.breezway.com.au/technical/care-maintenance-warranty/>

Were photos or videos taken to **support your request** and available to send with this request? ☐ yes

Note: The Distributor and/or Fabricator must first inspect the product to try to determine the cause of the reported issue.

STEP 2: Breezway's Order Details

Sales Order # shown on "Order Confirmation":

Line Item # shown on "Order Confirmation":

All the above information must be fully completed; otherwise, the service request will not be accepted.

STEP 3: Product Details

Type of Product:

☐ Component ☐ Easyscreen ☐ Innoscreen ☐ SL2 ☐ Dualair

Affected Part:

☐ Frame ☐ Handle ☐ Powder Coat ☐ Motor ☐ Other:
☐ Weatherstrip ☐ Keylock ☐ Louvre Blade ☐ Apptivate Control Unit
☐ Louvre Gallery ☐ Clip ☐ Timber Reveal ☐ Transformer

Quantity Affected:

Description of Issue:

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STEP 4: Site Details

Type of Contact: ☐ Homeowner ☐ Builder ☐ Site Manager ☐ Fabricator ☐ Distributor
☐ Other:

Contact Name: Contact Number:

Site Address:

Is this a rural area or new area? ☐ Yes ☐ No

What type of site is this? (Finished Home, School etc.)

Is there mandatory PPE? ☐ Yes ☐ No

Is product easily accessible? ☐ Yes ☐ No

If a ladder is required, please provide approx. height from the floor to the bottom of our product.

Is a blue/white card needed? ☐ Yes ☐ No

Does a site induction need to be attended? ☐ Yes ☐ No

Special Instructions

Note 2: If the Breezway service contractor finds that the reported issue is a result of product mistreatment/modification or incorrect installation etc. then all charges will be applied to purchaser/account holder referencing the associated Ticket Number (CC/TT****).

STEP 5: Sign Off (Customer of Breezway)

By signing this agreement, you acknowledge that service charges may apply if a fault is determined to be due to improper installation of the product.

Name: Company:

Signature: Date:

STEP 6: Final Step

- Send completed service request form including photos/videos to sales@breezway.com.au

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