



## WATER PRODUCTS AFTER SALES SUPPORT REQUEST

### Service Call Out Agreement

Before making any request for call out service, please ensure the steps outlined in the "Trouble Shooting Checklist" contained in the relevant installation instruction booklet have been followed. In making a request for service call out, the applicant confirms having read and understood Silvan's Product Guarantee expressed in the Installation Instruction booklet supplied with the goods.

Silvan expressly states that the Product Guarantee covers parts and agreed labour only. **Installation must have been carried out in accordance with the Installation Instruction booklet supplied with the goods. If this has not been done, then the product is not covered by warranty.**

Silvan specifically does not guarantee installation faults. Rectification of installation faults are the responsibility of the installer and if the service agent is requested to rectify these faults a purchase order or other payment guarantee must be provided by the installer before this work is undertaken.

If the fault is assessed as a manufacturing defect that is to be covered by warranty then the repair and the call out fee costs will be covered by Silvan.

If in the view of the Silvan Service Agent the fault is not a manufacturing defect that is to be covered by warranty, then the repair will incur a service call fee plus any additional parts and labour charges required to complete the repair. These rates will be outlined by the service agent before any non warranty repairs are effected.

**Note: If the fault is assessed to be Non Warranty. Our service agents will not undertake Non Warranty repairs without a commitment of payment.**

**Any Non warranty related service costs incurred with a Silvan trading account will be invoiced monthly.**

I agree to these terms.

Signed..... Name (print).....Company.....

### Customer details

Name.....  
 Address.....  
 Suburb..... Post code.....  
 State..... Mob.....Home (.....)  
 Installation date / purchase order date / settlement date ...../...../.....

Builders name and contact number.....  
 Order number if applicable.....

Symptoms.....

**To request After Sales Support and Service, please complete this form and fax it to (03) 9215 2701 or email it [warranty@silvanaust.com](mailto:warranty@silvanaust.com). This form will follow your request until final resolution. To keep the process simple, we send the form you send to us to our Service technician. This makes the information you supply very important.**