

## SERVICE REQUEST FORM

**Please note prior to raising a service request:**

- The Distributor and/or Fabricator must first inspect the product to try to determine the cause of the reported issue. Please call our Technical Sales Consultants on (07) 3847 0500 for any technical advice. If a repair/warranty service by Breezway is required, please take photos (if possible) of the product and send with the completed service request form to [sales@breezway.com.au](mailto:sales@breezway.com.au).
- 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 (TT\*\*\*\*).

Warranty / Service Questions		
Is the service request within the Breezway warranty period?	Yes	No
Has a site inspection been performed?	Yes	No
Has any Breezway trouble shooting guide been used?	Yes	No
Have the windows been maintained in accordance with the Breezway care and maintenance conditions?	Yes	No

\* Please contact our Technical Sales Consultants for assistance in finding a suitable repairer.

Product Details						
Purchase Order #:		Sales Order #:				
Line Item #:		Quantity Affected:				
Type of Product:	Component	Easyscreen	Innoscreen	SL2		
Affected Part:	Frame Weatherstrip Louvre Gallery	Handle Keylock Clip	Powder Coat Louvre Blade Timber Reveal	Motor Apptivate Control Unit Transformer	Other:	
Description of Issue:						
Are photos provided?					Yes	No
Is product easily accessible?					Yes	No
If a ladder or access equipment is required, please provide floor to sill height:						

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Site Details						
Type of Contact:	Home Owner Other:	Builder	Site Manager	Fabricator	Distributor	
Contact Name:	Contact Number:					
Site Address:						
Is this a rural area?					Yes	No
What type of site is this? (Finished Home, School etc.)						
Is there mandatory PPE?					Yes	No
Is a blue/white card needed?					Yes	No
Does a site induction need to be attended?					Yes	No

Special Instructions

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 (TT\*\*\*\*).

Sign Off	
Name:	Company:
Signature:	Date: