

Accel Service Group Pty Ltd T/A Accel Air

ABN 23 638 362 964

5/93 Wells Road

Chelsea Heights VIC 3196

Telephone: 03 9831 0208

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Dear Valued Customer,

Please find below Real Estate / Rental Request Form, to be used when booking service calls with Accel Air.

WARRANTY:

*To attend **as warranty** – service requests **MUST** be accompanied by documentation to support age & ownership of the product, accepted forms are either the proof of purchase or owner occupancy permit.*

Service calls without warranty documentation will NOT be booked.

Terms & Conditions (Exclusion to warranty) Note: The attending technician is the only person authorised to approve a call warranty and will do so on the day of the visit. A charge will be made for work completed where:

- There is no fault with the unit.
- The defective operation of the appliance is due to failure of electricity, gas or water supply.
- Defects are caused by neglect, incorrect application, abuse or by accidental damage of the appliance.
- An unauthorised person has attempted the repair.
- No responsibility will be accepted for outside elements such as pests, animals, pets and vermin that may cause damage to the unit.
- A situation arises as referenced in the trouble-shooting guide. (Reset or recode the control).
- The product must be installed by a qualified person in the manner prescribed by local & statutory regulations and to the manufacturer's specifications.

Please refer to your owners manual for further Exclusions to Warranty.

CHARGEABLE:

Please note our Company Policy stipulates that **credit card details must be provided** before booking any chargeable visits. Service calls without credit card details supplied will **NOT** be booked.

Accel Air does NOT invoice for chargeable work.

This form **MUST** be completed in its entirety, if any fields are not completed it will be rejected. You **MUST** include either credit card details or proof of purchase with this request, otherwise the booking will be delayed and/or rejected.

Accel Air are the authorised service agents for Climate Technologies



REAL ESTATE REQUEST FORM

Real Estate / Landlord Details:

Real Estate / Landlord Name:		Date
Address:		
Cardholder Address:		
Contact Name:	Phone:	Mobile:
Email Address:		Fax Number:

Job Address & Tennant Details:

Name:	Address :	
Mobile 1 #:	Surburb:	
Mobile 2 #:	State:	
Other Details or Instructions:		
Roof Type (Tiled, Colourbond etc)	Single:	Double:

Product Details:

UNIT MUST BE BONAIRE, CELAIR, PYROX or VULCAN (Vulcan - Quasar Wall Furnace Only)

Model Number:	Serial Number:
Product Description: (Wall Furnace, Ducted Heater)	
Internal or External:	
Date of Installation:	Date of Last Service:
Fault / Reason for service call:	

<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD
Card Number: _____ Exp Date: ___ / ___	
CVV: ___ ___	Cardholders Signature: _____
<p>I _____ authorise <u>Accel Air</u> to charge my credit card above upon purchases for a maximum amount of \$ _____ (Must be a minimum of \$895.00 If left blank the unit will be repaired regardless of cost)</p> <p>I understand that my information will be saved to file for future transactions on my account. This will be automatically deducted from the credit card supplied once the job is attended.</p> <p><u>Technicians will not call from site for authority.</u></p>	

PLEASE RETURN COMPLETED PAPERWORK VIA EMAIL TO:
service@ctsupport.com.au

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