

# Preventive Maintenance Service Request Form

24hr. Hotline: (323) 721-5018, Toll Free: (800) 797-7782, Fax: (323) 721-3929

To schedule Preventive Maintenance Service, **COMPLETELY FILL OUT** this form with supporting documents and email to: [service@800pwrsvrc.com](mailto:service@800pwrsvrc.com)

<b>Serial No:</b> _____	<b>Date:</b> _____
<b>Building Name:</b> _____	<b>Phone:</b> _____
<b>Address:</b> _____	<b>Email:</b> _____
<b>City:</b> _____ <b>State:</b> _____ <b>Zip Code:</b> _____	<b>Contact Person:</b> _____

Please answer the following questions to insure an efficient Service Call.

**1. Is the unit functional and currently in operation?** Yes No

*If "No", do not complete this form.*

*Please fill out the "[Service Request Form \(#6002-2322\)](#)"*

**2. Is the environment temperature of the unit, maintained/controlled?** Yes No

*What is the unit room temperature? minimum/maximum: Minimum: \_\_\_\_\_ Maximum: \_\_\_\_\_*

**3. Is there an ATS (Automatic Transfer System) / Generator feeding this unit?** Yes No

*If yes, Is the ATS set up with a 20 milisecond transition time in both directions?* Yes No

**4. Customer Notes:** *Please describe the problem including details/condition leading up to the issue below.*

## 5. Acknowledgement of Terms and Conditions

I certify that the symptoms and issues described in this Preventive Maintenance Request is accurate and to the best of our knowledge the unit is functional, in operation and has been operated as per the manufacturers specifications required by the manufacturer's technical manual. **I understand that additional charges will be incurred if a return trip must be scheduled due to:** The unit is not qualified for Preventive Maintenance (see Question #1 above), absence of on-site personnel or scheduled access to the unit, unauthorized work or alteration to the unit, load unavailability, an unsafe environment, or any other mitigating factors that require additional parts or service that are outside the parameters of Preventive Maintenance.

**Name (print):** \_\_\_\_\_ **Company:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_