



Thermoforming Unit Repair Process

Please complete this form **and include with your machine**. Then we have all the important data for a quick repair process.

1. Your Details and Fault Report

Customer..... Best Contact Number.....

Machine Type..... Serial Number (found on back of unit).....

Please Describe the Problem

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2. Loan Machine

Do You Require a Loan Unit? Yes No

We will endeavor to provide a unit as close as possible to yours
No Charge for AU units up to 3 years old – Otherwise \$95 for duration of repair
Freight not included

How would you like the loan unit shipped? Road (\$59) Air (\$109)

Road freight is approx. 4 – 5 days - Air freight can be as fast as overnight
Freight is quoted one way

3. Shipping your Machine

When sending your machine we **only** require the unit and flask. Take care to make sure the unit is padded and carefully packed in a strong secure carton to avoid damage, let us know if you need assistance with packing material

For collection call us on 1800 242 634 or email support@erkodent.com.au when your machine is packed

How would you like your machine shipped? Road (\$59) Air (\$109)

Road Freight approx. 4 – 5 days - Air Freight can be as fast as Overnight
Freight is quoted one way - N/C for Warranty

I'm sending Unit Flask Other.....

Signed.....Date.....