

Service Requisition



PCS Reference Number

SR

Returns Delivered to:
4/198-222 Young St
Waterloo NSW 2017

Email: service@pscpl.com.au

Date:

New Existing

Company Name:

Contact Name:

Email:

Phone:

Mobile:

Equipment

Manufacturer:

Model Number:

Serial Number:

How to contact you

- E-mail
 Phone
 Mobile Phone

Date:

Time:

- I authorise a charge of \$100.00 for the inspection and testing of returned equipment. Charges will be waived in cases of equipment failure covered by valid warranty.
- I confirm that the returned item has been decontaminated of corrosive or toxic material

Reported Fault

Describe the problem in detail, including any troubleshooting steps taken to verify reported issue.

What action is requested to be taken

All items sent for service must be decontaminated of toxic and corrosive material. Any contaminated items received will not be handled without a declaration advice of the contaminating material. A charge will be applied should PCS need to decontaminate equipment prior to inspection.

Internal Use Only

| Handled By | Hrs. | Date |
|------------|------|------|
| | | |

Requisition For Service Work



Trouble Shooting Steps

Before returning, carry out trouble shooting steps to verify problem is isolated to item intended for return and not another part of the system it is connected to. This is to eliminate chance of unnecessary time spent on evaluation which is chargeable to the customer.

Contacting PCS

To arrange for the return of an item for service or repair, customers can contact PCS on 02 9319 1808 or via email at service@pcspl.com.au.

Items for return to be sent to: Process Control Services Pty Ltd
4/198 - 222 Young Street
Waterloo N.S.W. 2017

Sending Of Items For Service

A Service Record (SR) will be created and issued upon receipt of basic information such as customer, product and specific details of the reported problem including where possible, the initial trouble shooting steps taken and the resultant findings.

The information provided should also include a clear statement of what is expected to be done and the urgency of the task. SR's will be prioritised by a numbering system, 1 through 4, with priority 1 being the most urgent.

Once the SR reference number is issued to the customer, the returning item is to be labeled with the relevant SR reference number. A response to the customer with our findings on the examination of the returned item will be in keeping with the prioritisation system in place.

If an item is received without a SR reference number, it will be placed in a holding bay until the necessary information and instructions are supplied.

All items sent for service must be decontaminated of toxic and corrosive material. Any contaminated items received will not be handled without a declaration advice of the contaminating material. A charge will be applied should PCS need to decontaminate equipment prior to inspection.

Response Time

Each Service Record item will be given a priority rating at time of issuance. This rating may alter as circumstances dictate at PCS discretion. Refer to PCS Service Priority Rating.

Return of Service Item

PCS shall use whichever method it deems to be most suitable for the safe and effective return of repaired/serviced items unless an alternative method has been stipulated by the customer prior to dispatch.

Service Rates & Charges

As of April 2013



On-Site Work

Commissioning Assistance, Training & Support

| | |
|-----------------------------------|--|
| Driving: To & From Site (Local) | \$75/hr |
| Travel Time: | To & From Site (non-driving) \$500/day |
| Flights + Transport to site | Arranged by site |
| Accommodation, meals and expenses | At cost |
| Hourly Rate | \$110 |
| Parts | Per price List |

In-House Work

Service & Repair Work: **

| | |
|----------------------|----------------|
| Processing Charge * | \$35 |
| Hourly Rate for work | \$70 |
| Parts | Per price List |

* will not be applicable to valid warranty repairs
** "Requisition for Service Work" Form Required

Product Pre-Configuration Work:

| | |
|--------------------------------------|----------------|
| Single Input Controllers/Displays | 1st Input \$45 |
| Subsequent Inputs | \$45 |
| Multi-Input Electronics: | 1st Input \$45 |
| Subsequent Inputs | \$15/Item |
| CMC-99/144 | Per quote |
| ChemX3 | \$45 |
| FlowX3 | \$45 |
| LU-90 Ultrasonic Level Tx | \$45 |
| Flomid-MX or XT-5 Flow Meter | F.O.C |
| EchoSmart Sludge Blanket Level meter | F.O.C |

Phone Support:

| | |
|---|----------------------------|
| Configuration & Troubleshooting assistance: | 1/2hr Unit or part of \$30 |
| Support Contract | Per quote |

Calibration (Non-Traceable Certificate)

| | |
|--------------------------|---------------|
| Pressure Switch Setting: | 1st Unit \$60 |
| Subsequent Units | \$20/Item |
| Pressure Transmitter: | 1st Unit \$75 |
| Subsequent Units | \$20/Item |
| Chlorine Cell | \$145 |
| pH, ORP or Conductivity | \$55 |

Set Work:

| | |
|--|-----------|
| Flomid-MC Battery Change (including battery and configuration) | \$55 |
| Fit Pressure Gauge to Diaphragm Seal (including liquid filling of seal) | \$30 |
| Assembly of Products onto PVC Wall Mount Panels | Per quote |
| Assembly of Products into Enclosures | Per quote |