

# EMONA INSTRUMENTS PTY LTD

"THE TECHNOLOGY HOUSE"

ABN 79 069 417 563

Dear Customer,

Thank you for using the Emona Service Department and for completing our "Emona Pre-Paid Service Order Form" to ensure faster service and calibration job administrative processing.

Following are our **Service Department Terms & Conditions** for your reference:

## **1. ALL Returns MUST be Despatched to NSW Service Dept with an Emona Service Order Form**

- All requests for calibration or repair services must be despatched to **NSW Service Dept, 78 Parramatta Rd Camperdown NSW 2050** and accompanied by a completed Emona Service Order Form, including those accompanied by an official Purchase Order. This ensures that we have the correct end user contact details and product serial numbers.

*Failure to include a Service Order Form will result in a delay to job processing as correct end user's details will have to be verified. Only despatch goods to NSW Service Dept to avoid shipping delays.*

## **2. Account Customers**

- All account customers, such as government departments, hospitals, educational institutions etc, must include an official Purchase Order with the Service Order Form.

*Service and calibration jobs cannot be completed without an official Purchase Order number.*

## **3. Pre-Paid or Non-Account Customers**

- Customers without account terms, i.e. "Pre-Paid" customers, should provide credit card details on the Service Order Form to guarantee faster job processing turnaround times. Delays in job processing are likely if Service Department administrative staff need to chase customers for payment details after job completion.

*Service and calibration jobs cannot be completed and jobs closed without receipt of full payment. Credit card payments are preferable to EFT. EFT payments require next day confirmation.*

## **4. Minimum Charges**

- A minimum charge of \$89 inc GST applies for all repairs. A "Statement of Compliance" is supplied with all work carried out. Re-prints are charged an administration fee of \$27.50 each inc GST.

## **5. Turnaround Times & Booking of Priority Jobs**

- A typical turnaround time of 7 working days applies for calibrations and repairs. Repair turnaround times can be affected by parts availability. Repair and calibration jobs must be pre-booked or scheduled in advance for priority service. Only jobs that have been pre-booked will receive priority attention. Call tel 02 9519 3933 Ext 114 or email [service@emona.com.au](mailto:service@emona.com.au) for booking a priority job.

## **6. Data Back-up Customer's Responsibility**

- Customers should back-up and clear stored results. Emona cannot take responsibility for data loss.

## **7. Post Service Warranty**

- Post service warranty is 90 days, excluding faults that arise that are not related to the original repaired fault or faults due to customer misuse. Excludes repairs on units older than 8 years, i.e. end of life cycle.

Yours sincerely,



Salvador Moran - Service Co-ordinator

**NSW-Service Dept**  
78 Parramatta Rd  
Camperdown NSW 2050  
**Tel 02 9519 3933**  
Fax 02 9550 1378

**VIC-Sales**  
4/1175 Toorak Rd  
Camberwell VIC 3124  
**Tel 03 9889 0427**  
Fax 03 9889 0715

**QLD-Sales**  
1019 Ipswich Rd  
Moorooka QLD 4105  
**Tel 07 3392 7170**  
Fax 07 3848 9046

**SA/NT/TAS-Sales**  
3/26 The Parade West  
Kent Town SA 5067  
**Tel 08 8363 5733**  
Fax 08 8363 5799

V231117  
**WA-Sales**  
213a Belmont Ave  
Cloverdale WA 6105  
**Tel 08 9361 4200**  
Fax 08 9361 4300

Email: [testinst@emona.com.au](mailto:testinst@emona.com.au)

Web: [www.emona.com.au](http://www.emona.com.au)

# EMONA PRE-PAID & SERVICE ORDER FORM

Emona Service Department operates on a pre-payment by credit card basis to help us achieve best possible turn around time of calibration and repair services.

## 1. CUSTOMER DETAILS

Organisation: \_\_\_\_\_

Department: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Tel: \_\_\_\_\_

Contact Email: \_\_\_\_\_

## 2. RETURN SHIPPING INSTRUCTIONS

Return To Above Address [ ] or Other \_\_\_\_\_

## 3. REPAIR SERVICES ORDER FORM

Repair Services	Price*	Qty	Freight*
Minimum Repair Charge	\$89.00		\$22.00 handheld testers, \$35 for more than 3kg
<i>"Statement of Compliance" reprints are charged an administration fee of \$27.50 in GST</i>			
Warranty Repair [ ]			Proof of Purchase Included [ ]

Model: \_\_\_\_\_ Serial No: \_\_\_\_\_

Fault Description: \_\_\_\_\_

Accessories: \_\_\_\_\_

## 4. CALIBRATION SERVICES ORDER FORM

Calibration Services							
Seaward PAT Testers	Price*	Qty	Freight*	Other PAT Testers	Price*	Qty	Freight*
PrimeTest 125 EL	\$165		\$22.00	Basic Non-Leakage	\$121		\$22.00
PAC500	\$121		\$22.00	Basic With Leakage	\$165		\$22.00
PAC3760	\$121		\$22.00	PATs with RCD Test	\$198		\$22.00
PAC3760 plus	\$198		\$22.00	<b>Installation Testers</b>	<b>Price*</b>	<b>Qty</b>	<b>Freight*</b>
PAC3760 plus II	\$198		\$22.00	MI-3125 COMBO	\$231		\$22.00
PAC3760 DL	\$198		\$22.00	IT3017 InstalTest	\$231		\$22.00
PT200	\$231		\$22.00	<b>Electrician's Meters</b>	<b>Price*</b>	<b>Qty</b>	<b>Freight*</b>
Europa-XE	\$275		\$35.00	Multimeters - from only	\$121		\$22.00
Europa-Plus	\$297		\$35.00	Insulation Testers	\$121		\$22.00
Maestro	\$297		\$35.00	RCD Testers	\$121		\$22.00
Supernova-XE	\$275		\$35.00	Fault Loop Testers	\$121		\$22.00
Supernova-Plus	\$297		\$35.00	Multi-function Testers	\$231		\$22.00
PrimeTest 300	\$297		\$22.00	<b>Other Instruments</b>	<b>Price</b>	<b>Qty</b>	<b>Freight*</b>
PrimeTest Elite	\$297		\$22.00				

\* Note: All Prices Include GST

\* NOTE: Return freight charged on all calibration and repair jobs

\* Note: Firmware upgraded at time of calibration or repair. Customers must back-up or clear data as it may be erased.

## 5. CREDIT CARD PRE-PAYMENT

Credit Card Type (please circle): Visa / Mastercard/ Amex      Order Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_/\_\_\_\_      Payment Amount \$ \_\_\_\_\_

Name on Card: \_\_\_\_\_ Signature \_\_\_\_\_

**Emona Instruments Service Department – Office Hours 9:00am to 4:00pm**

78 Parramatta Rd Camperdown NSW 2050, PO Box 15 Camperdown NSW 2050  
Tel: (02) 9519 3933 Ext 114 Email: [service@emona.com.au](mailto:service@emona.com.au) ABN 79 069 417 563