



1 The Woodlands  
 28 Main Road, Kempsey,  
 Worcester WR5 3NB  
[enquiries@amplabs.co.uk](mailto:enquiries@amplabs.co.uk)  
<http://www.amplabs.co.uk>

**Service Request Form**

Name	Date:	
Address		
Telephone		
Email address		
Model  Serial Number  Connecting Leads included  Client's fault description, symptoms or details of the service required.		



1 The Woodlands  
28 Main Road, Kempsey,  
Worcester WR5 3NB  
[enquiries@amplabs.co.uk](mailto:enquiries@amplabs.co.uk)  
<http://www.amplabs.co.uk>

### **Repair Warranty**

From information in our service records or from genuine service receipts issued to the client, we guarantee that the parts installed by us will perform in a satisfactory manner under conditions of normal usage for a period of 180 days from the day the unit is returned. If these parts become defective during this period, they will be replaced at no additional charge.

We will not guarantee any unit beyond 180 days whether it was used or not. This warranty does not apply to faults other than those stated by the client and the corresponding diagnosis carried out by Amplabs. Physical equipment damage, abuse, improper use, power-surge, lightning, flooding or unauthorized or improper repair work carried out by the user or by a second party is not covered by this warranty.

### **Intermittent faults**

We cannot guarantee rectification of faults of an intermittent nature that do not occur during the service period. If a client stated fault fails to occur during the service period we will inform the client and discuss a further course of action. For this reason we suggest that the client only sends equipment for repair when the intermittency occurs regularly over a period of less than 8 hours.

### **Sending equipment**

The owner is solely responsible for the costs incurred in delivering and collecting the equipment. In the case of equipment sent via courier, any damage incurred during transit is solely the responsibility of the client and courier. Proper packing as stated by the courier and an adequate rate of insurance is essential to avoid loss of value during transit. This also applies to equipment returned under guarantee.

### **Personal Injury Disclaimer**

The responsibility of using the unit belongs to the owner. We will not be held responsible for any personal injury due to the handling, normal use or misuse of this equipment. All units are tested for electrical isolation and earth bonding in the case of class 1 appliances, at the time of the repair. Any unit failing this test will either be repaired and rendered safe or in the event of parts not being available or the customer not wanting to go ahead, will be deemed unusable and a warning sticker will be placed in a prominent position on the unit and the mains plug will be removed and/or mains input/output sockets will be taped over.

### **Unsafe Equipment**

Equipment deemed unsafe will be recorded as such with the model and serial number.

Equipment marked CE approved will be checked for conformity to the relevant Low Voltage Directive (LVD) before proceeding with any repair work. CE approved equipment failing this check will either; 1/ Be corrected by ourselves, or 2/ If the owner decides not to proceed with a repair, the failure will be recorded with the model and serial number and a warning label will be attached to the equipment. All repair work carried out by Amplabs on CE approved equipment will be of a quality that maintains safety by conforming to the LVD.

All UK equipment received with an old (un-insulated pin) 13 amp(max) mains plug will be replaced with one conforming to UK standards. This item will be charged at cost and added to the repair bill.