

## Equipment diagnostics request

**Request number \***

Fill in the form, stamp it and send it to info@anhelspb.com. The decision to dispatch a service engineer is made after the completed and stamped request is received.

### 01 · CONTACTS

## General customer information

Company name \*

Facility name \*

Facility address \*

### 02 · DOCUMENTS

## Source documents

Invoice number and date \*

UPD number and date \*

Synteka request number (if any)

### 03 · CONTACT PERSON

## On-site responsible person

Full name \*

Position \*

Mobile phone \*

E-mail \*

### 04 · EQUIPMENT

## Pumping unit information

Type \*

Name \*

Product serial number \*

Commissioning date \*

### 05 · PROBLEM

## Fault description

Detailed description (\* attach a video to the email)

## 06 · OBLIGATIONS

### The customer undertakes to

#### 01

##### Representative

Ensure the presence at the site of your representative authorised to sign the Service Protocol and apply the stamp on the Work Completion Act.

#### 02

##### Readiness

Ensure the equipment is ready for diagnostics, which means:

- provide access to the equipment;
- the control-cabinet power can be switched on / off;
- the pumped medium (water) can be supplied to / shut off from the equipment;
- water can be drawn off at the required levels.

#### 03

##### Request

The decision on a possible call-out is made by the service engineer after receiving the COMPLETED and STAMPED request sent to info@anhelspb.com.

## 07 · RATES AND LEAD TIMES

### Call-out terms

**12 000 ₺**

Diagnostics, 1 unit of equipment (St. Petersburg)

**12 000 ₺**

Wasted call-out (if not prepared)

**3-5 days**

From receipt of the stamped request

**7-10 / 5-7 days**

Mechanics / software (approximate)

If the case is deemed non-warranty, the Client pays the costs (call-out, diagnostics, repair) within five working days of the invoice date. Regions outside Saint Petersburg are quoted separately. Send the request to info@anhelspb.com — the stated lead times are approximate; each case is reviewed individually.

## 08 · CONFIRMATION

### Stamp and signature

Stamp Stamp area
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Date

Signature (printed name)

## 09 · CHECKLIST

### Important when filling in the request

1. The request number is the product serial number.
2. The UPD number and date must always be stated when filling in the request.
3. An example serial number is shown on the product nameplate (format 24C574 — year and series index).