



thinkhotwater

Dux After Sales and Service Request Form

Email Completed Request Form to: sales@spk.co.nz

Date: _____

Merchant _____ Branch _____

Contact Person in Branch _____ Contact Number _____

Purchase Order/Invoice Number _____

Product Description _____

SPK Code (if known) _____ Serial Number _____

Location of Problem _____

Home owner details:

Name _____

Address _____

Contact Number _____

Installation Date _____

Problem (as much detail as possible) _____

Office Use Only:

Problem Inspected by: Name of Plumber _____

Address _____

Phone _____

Has this problem been inspected by a merchant employee? Yes / No (circle one)

If Yes - Who (Name and Position) _____

Has the home owner and plumber been advised if the problem is not covered by warranty there could be a service charge Yes / No (circle one)

Note: If a service person is contracted by SPK Industries and the fault is a non warranty issue the customer will be charged for the service fee.

Result of Service Request: _____

Date Service Request Completed _____

SPK Industries , 49 Sir William Ave, East Tamaki, Auckland

Phone: 09 271 3720

Fax: 09 271 3722

Email: sales@spk.co.nz