



WARRANTY SERVICE REQUEST FORM

IMPORTANT NOTICE

This form must be fully completed prior to Air System Supplies reviewing and approving any warranty service request. Complete submissions allow for faster processing. Warranty requests are typically reviewed within 1–2 business days.

- Incomplete submissions or submissions that are missing documentation may result in delays or may not be processed until all required information is received.
- All service dispatches are subject to review and approval. Submission of this form does not guarantee warranty coverage or site attendance.
- Urgent requests should be clearly indicated and may be accommodated where possible but may be subject to additional service charges.

1. Request Information

Request date:

2. Contractor/Client Information

Company name:

Address:

Primary contact name:

Phone:

Email:

3. Jobsite Information

Project/site name:

Site address:

Site contact name:

Phone:

Email:

Operating/access hours:

4. Equipment Location & Access

Location of equipment (e.g. roof, mech room, ceiling):



Special access required? Yes No

If yes, specify:

5. Issue Details

Description of issue:

Note: Urgent requests may be subject to additional charges.

Site access (Days & times available for service):

Is unit operational? Yes No

Is power available? Yes No Unknown

Connected to BAS? Yes No

If yes, BAS contact info:

6. Equipment Information

Manufacturer (Make):

Model:

Serial number:

Startup/commissioning date:

Air System Supplies order #:

Sales contact:

7. Supporting Documentation

Startup report Photos/videos Wiring details Other:

8. Authorization

Name:

Signature:

Date:

9. Internal Use Only

Reviewed by:



Approved: Yes No

Service provider: Custom Air Other

Scheduled date/time:

Follow-up contact:

10. Service Outcome

Summary of findings:

Root cause:

Resolution provided:

Further action required? Yes No

If yes, specify: