

Service Request



Date: Customer's Ref. No.:

Service Requested by

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
E-mail	

Quote to

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
E-mail	

Return Shipping

All shipping will be marked as EXW - Ex Works unless other agreements are made

All machines will be packaged at half pallets after repair in order to prevent transit damage.

Details for Customer Arranged Shipping

Hove A/S
Herstedøstervej 7

DK-2600 Glostrup

VAT: 25804821

Home Page: www.hove-as.com

E-mail: hove@hove-as.dk

Tlf.: +45 70 22 10 22

Service Request



Return Address Information

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
E-mail	

Machine Type

Serial No.

Machine Type	Serial No.
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	

Service Request



16	
17	
18	
19	
20	

Required Service

Machine	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
Warranty																					
Check																					
Repair																					
*Replenish Accessories																					
Case broken																					
Display glass broken																					
Touch screen error																					
Pump motor does not run																					
No pressure																					
Visible leakage																					
Metal parts deformed																					

Error Description *Please specify required accessories

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Service Request



Invoice to

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
E-mail	
VAT No.	

Service Procedure

Hove A/S must receive this document before or when receiving grease pumps for service. The document must contain all relevant information.

Hove A/S will send a quotation of the service to the customer for accept, and servicing of the pumps will start as soon as possible after receipt of the customer's PO.

Service Address

Hove A/S
Herstedøstervej 7
2600 Glostrup
Denmark
Att. Workshop
Customer's Ref. No.: (as indicated at the top of this doc.)

Hove A/S
Herstedøstervej 7

DK-2600 Glostrup

VAT: 25804821
Home Page: www.hove-as.com
E-mail: hove@hove-as.dk
Tlf.: +45 70 22 10 22

Service Request



Service Costs

If the warranty period has expired, Hove A/S will carry out inspection and testing of all grease pumps received for service. This includes handling, registration, troubleshooting, pump test, system test, calibration, and CE-test. The customer will be charged for 2 labour hours for these tasks.

For accessories e.g. Hose Kits, the customer will be charged for ½ labour hour for handling, registration, and test.

In addition to this, the customer will be charged for parts and labour hours depending on the service provided

If the customer does not accept the quotation of the service, Hove A/S will scrap the grease pumps for free or return the grease pumps to the customer for a service charge of 2 labour hours plus shipping.