

Service Request



Date:

Customer's Ref. No.:

Service Requested by

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
Email	

Quote to

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
Email	

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

Service Request



Return Address Information

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
Email	

Machine Type	Serial No.
1	
2	
3	
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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

Service Request



Invoice to

Name	
Company	
Address Line 1	
Address Line 2	
Postal Code	
City/Town	
Country	
Phone	
Email	
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.

Hove A/S will keep the pumps for 12 months after the initial quote has been sent, if there is no response after this period Hove A/S will scrap the pumps without further notice. Reminders will be sent 4 times in the 12 month period.

Service Address

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

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.