



LKK Food Equipment Australia
 47 George Street
 Clyde NSW 2142
 Telephone 1300 655 715
 www.lkk.com.au

SERVICE REQUEST FORM Date: _____

Service Request must be lodged by an Authorized Dealer. By completing this form, you agree to cover all cost if call out is not warranty related. If there is no fault to be found, dealer/customer will be billed a minimum of \$120.00 + GST up to \$200.00 GST subject to location per call out. Please ensure you read and understand the Terms & Conditions.

ALL FIELDS ARE MANDATORY

CONTACT DETAILS	
Business Name:	Please provide your best contact details.
Contact Name:	
Contact Phone:	
Address:	
Email:	
DEALER DETAILS	
Dealer :	Please provide all your purchase details.
Purchase Date:	
Model Number:	
Gas Type:	
Serial Number:	
INSTALLALER DETAILS	
Gas Fitter Name:	Please provide the installer's details. Installations completed by an unqualified installer will automatically void warranty.
Gas Fitter Phone:	
Liscense Number:	
ISSUE DETAILS	
Description of issue:	Please describe the problem in detail.
<p>I hearby accept the Terms & Conditions of Warranty and understand if the request is not warranty related I will be charged upon the completion of work.</p> <p>Customer Name: _____ Sign: _____ Date: _____</p>	
On site Review:	
OFFICE USE ONLY	
<input type="checkbox"/> Chargeable <input type="checkbox"/> Under Warranty	
Reviewed By: _____	Sign: _____ Date: _____



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WARRANTY TERMS AND CONDITIONS

1. All brand new LKK units comes with 12 Months parts and labour warranty.
2. Warranty is effective from the date of purchase, as stated on the invoice.
3. LKK Warranty service applies only to normal business hours and excludes public holidays. Any request for warranty service outside business hours may incur a fee.
4. LKK Warranty only applies to major state capitals of Australia, rural or remote areas is subject to the location. A fee will incur for travel time to rural or remote areas.
5. Defective replacement for spare parts will be repaired or re-supplied under warranty within a period of 12 Months from the date of invoice. This only applies to major state capitals of Australia; rural or remote areas are excluded from this commitment and special enquires should be made.
6. Components such as knobs, pilot burner and burner jets will have a 3 month return to base warranty from the date of invoice. General wear and tear of these components will not be covered by warranty. Other parts such as:
 - Thermocouple, Piezo (Ignitor) & lead includes a 12 month return to base warranty from the date of invoice.
 - Damages to wok handles or pilot covers are not included as warranty, this will be classified as general wear and tear.
 - Cleaning of burners, injectors or pilots due to blockage is not included as warranty, this will be classified as general wear and tear.
 - Any other problems that might arise due to poor installation of the goods will not be covered by warranty. The installer is required to install and adjust the regulator to the recommended working pressure as instructed in the user manual.
7. Any request for spare parts will be invoiced and will later be credited once the part has undergoes a fault examination by LKK Food Equipment.
8. Gas installation must be installed in accordance of AS/NAS5601.1 and on a fire-resistant base.
9. A Gas Certificate of Compliance on Completion for all gas installation work on LKK Equipment maybe required to be sited before any warranty service begins. Unlicensed gas installations and service are illegal and will not be covered by warranty. LKK reserves the rights to report any illegal gas work.
10. Warranty claims must be lodged with the retailer where the goods were originally purchased along with a proof of purchase and a product serial number. Any missing information will prolong the warranty claim service.
11. Evidence of tampering or unauthorised modifications will void warranty cover.
12. A fee will incur:
 - if there is no fault found
 - fault is caused by operator or installer
 - claim is in rural or remote area