

Please email completed **Instrument Repair Request** to service@johnmorrisgroup.com

1. Site Address & Contact

Organisation	Contact Name	
Department	Position	
Address	Mobile	Phone
Suburb/Town	Email	
State	Postcode	

2. Instrument Details

Manufacturer	Is the instrument under:	Warranty	Contract
Serial Number	Description of the Fault and Error Codes:		
Model			

Accessories/standards/samples included in shipment if equipment being sent to our workshop:

3. Service Options

Send Instrument to John Morris Workshop – Minimum fee is 1hr labour \$330 ex GST

We will dispatch the instrument to a JMG workshop (refer below for address) for inspection and repair.

On-Site Visit – Minimum fee is 1hr labour (\$330ex GST) + Call Out Fee of \$250 GST per hour travelled.

We request On-Site service by a JMG Service Engineer.

Additional Services

- Phone Support:** from engineer to determine best course of action (extended support may incur a charge).
- Electrical Test and Tag:** Valid for 12 months - NSW workshop only Fee \$60 (ex GST).
- Preventative Maintenance:** Contact us to discuss Preventative Maintenance Agreements for our instrument/s.

4. Payment

Purchase Order (*Required to start work) **OR** Credit Card

5. Decontamination

For the purpose of Occupational Health and Safety requirements, it is necessary that ALL devices that are sent to John Morris Group must be decontaminated. If the unit has been in contact with hazardous material (i.e. biological, bacteriological, virological, chemical or radioactive).

I agree and confirm that the instruments I send are for service have undergone a decontamination procedure

- Notes:
- Failure to accurately disclose the above information may result in legal action.
 - The repair/service to the instrument cannot be started until this section is completed and signed off. Failure to complete this section may result in the instrument being returned to you at your cost.

I confirm the above information is true and complete to the best of my knowledge and belief.

Name: Position:

Authorised Signature: Date:

Workshop Addresses:

NEW SOUTH WALES
John Morris Scientific
Attn: Service Dept.
61-63 Victoria Avenue
Chatswood, NSW 2067

VICTORIA
John Morris Scientific
Attn: Service Dept.
Ground Floor, 93 Whitehorse
Road Deepdene, VIC 3103

QUEENSLAND
John Morris Scientific
Attn: Service Dept.
Unit 7, 53 Metroplex Avenue
Murarie, QLD 4172

WESTERN AUSTRALIA
John Morris Scientific
Attn: Service Dept.
Suite 5, 4 Brodie-Hall
Drive Bentley, WA 6102