

# Instrument Repair Request

Please email completed **Instrument Repair Request** to  
[service@johnmorrisgroup.com](mailto:service@johnmorrisgroup.com)

## 1. Site Address & Contact

Organisation

Contact Name

Department

Position

Address

Mobile

Phone

Suburb/Town

Email

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 \$250ex GST per hour traveled

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 Address:

NEW ZEALAND

John Morris Scientific

Attn: Service Dept.

18 St Benedicts Street, Eden Terrace, Auckland NZ 1010