



TEST POINT, Inc.
 343 Granary Road
 Forest Hill, MD 21050
 t 410.420.7080
 f 410.420.7077

SERVICE AUTHORIZATION

Contact Name: _____

Company Name: _____

Address1: _____

City/State/Zip: _____

Tel: _____

Fax: _____

Email: _____

(Please check one, we do not supply verbal quotes.)
 Send the quote via: Email Fax

ESTIMATE needed: I understand a repair quote will be emailed/faxed to me. An estimate fee may apply for non-standard repair items. We will notify you if your item requires an estimate fee before any work is commenced.

RUSH ESTIMATE needed: I understand a rush estimate quote will be emailed/faxed as soon as possible. Our rush estimate fee has a minimum estimating fee of \$100.00.

QTY	MANUFACTURER	MODEL NUMBER/PART NUMBER	DESCRIPTION OF EQUIPMENT

Please check any of the boxes below that may apply to your symptoms/failure of the equipment:

Was an exact replacement of this unit installed in the same machine & functioned properly? Yes No

Will not power-up
 Diagnostic light or LED indication but no function
 Intermittent problem
 Power surge occurred
 Natural disaster occurred (lightning, flood, etc.)
 Water damage occurred
 Works in manual mode but not auto mode
 Works in auto mode but not in manual mode
 Drive lights up but motor will not run
 Drive runs and motor runs but speed fluctuates

Please use this area to list any other information or detailed symptoms that may be useful for us to troubleshoot your equipment:

- Please make sure to complete this form in its entirety. Any missing information may delay your service request.
- Provide a detailed complaint to ensure an accurate repair (please understand not working is not a useful complaint.)
- Any documentation will be helpful to us. For example: manuals, schematics, wiring/hook-up diagrams, etc.
- Any drives or controllers that use a keypad must have their keypads included with the equipment.
- If we evaluate your equipment and find it is in proper working order, there may be a small verification charge quoted to you.
- Carefully package your equipment in anti-static material and please pack properly to avoid any shipping damage.
- If we do not hear from you within (30) days of our repair quote and/or equipment status form, we will assume you have abandoned your equipment. We will make every reasonable attempt to contact you via the email/fax number you provided on this form. Once (30) days has passed, we will assume the device is abandoned and we may dispose of your equipment.
- Keep in mind, our minimum repair charge is \$150. We are sorry but we do not service any type of consumer electronics.

Please ship your equipment & any documentation with this completed form to:



TEST POINT, Inc.
 Service Department
 343 Granary Road
 Building E
 Forest Hill, MD 21050 - USA