

Service Request Authorisation (SRA) Request Form

Internal Use Only	
SRA Ref.	
Site	

We will provide the SRA number (for you to ship your equipment) after we receive your request.

Please complete the form below and email to UKservice@spx.com or Export.support@spx.com. Our customer support team will issue an SRA number to ship your equipment in the fields above. This is required to send any equipment in for repair. Ensure to attach a copy of this form with SRA number inside the package

Customer Information	
Business Name	Contact Name
PO# (Optional)	Contact Phone
Email for Invoice	Contact Email
Billing Address	Shipping Address

Collection			
Collection Required	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Preferred Collection Date:
			Number of Boxes

Equipment & Accessories Information <small>(continue on page 2 if required)</small>					
MODEL / ITEM	SERIAL# or QTY	FAULT DESCRIPTION	SERVICE*	REPAIR**	WARRANTY***
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*SERVICE – status is to be selected for maintenance, or check-up of equipment that is functional.
 **REPAIR – status is to be selected for equipment that are not functional or working as expected.
 ***WARRANTY – status must be confirmed during our on-site evaluation and if the issue is not covered under warranty, repair charges will apply.

Please ship equipment with this completed form to the following address:
 UK Service Center, Radiodetection Ltd. Western Drive, Bristol, BS14 0AF, United Kingdom

Please email this completed form to UKservice@spx.com or Export.support@spx.com to obtain the required SRA number prior to shipping your equipment in for service.

Please remove all batteries before sending in the equipment, any batteries will be discarded during testing and will not be returned.
 All equipment undergoes a thorough inspection on our dedicated test rig.
 As a minimum, the standard service price will apply unless a significant repair outside of the standard service is required, in this instance, we will provide you with a quote for the repair, if you do not wish to proceed or if the unit is beyond repair, a £30 Inspection fee will apply.
 Please note - minor repairs (such as cracked case replacement) may be repaired in advance of sending you the quotation.
 We charge a £10 per box for a collection (max £50), the return of your equipment is included in the service charge. Please feel free to send equipment with your own courier, but please ensure a copy of this form is included in all boxes.

By sending the unit(s) in you are agreeing to the costs and terms stated above.

