



Service Request Form:

Arrival Date _____

Promise Date _____

Contact Information

Please print clearly!

Name: _____ Phone: _____
 E-mail: _____ Cell # _____
 Preferred contact: Call Text Email _____
 Alternate _____

Privacy Statement: We will not use your information for any purpose unrelated to your repair request

Machine Information

Model of Machine: _____

Describe the problem you are having with the machine

I approve the estimate given of:

N/A

*If no estimate is given, we will contact you for approval if repairs will exceed \$100 (excluding tax)

Signature: _____

Please check parts you are sending with machine

| | |
|-----------------|-------------------------------|
| Parts included: | Bean Hopper Lid |
| Water Tank | Frother |
| Water Tank Lid | Wand Guard |
| Drip Tray(s) | Cappuccinatore |
| Grill | Bypass Lid |
| Puck Box | Other _____ |
| Cord | Do not send detachable cords. |

For tech department use:

Date _____

What was found: _____

What was done: _____

Comments: _____

| | |
|----------|----------|
| Service: | \$ _____ |
| Boiler: | \$ _____ |
| | \$ _____ |
| | \$ _____ |
| | \$ _____ |

Shipping Details

Weight _____ H. _____ W. _____ D. _____



Machine Prepping & Shipping Instructions

Ship it to: **Attn: Joe Cross**
Espresso Resource NW INC.
5305 NE 121st Ave.
Suite 305
Vancouver, WA 98682

1. **Before shipping, be sure to remove all water, grounds, and beans to prevent further damage to your machine (see note below).**
2. **Include any parts that you may want cleaned or serviced during the repair process.** Lids, water tank, puck box, drip tray and removable cords may be left off unless you want them cleaned during the service being done on your machine.
3. **If your machine has a removable power cord:** disconnect it from the machine to prevent breakage of the socket in transit.
4. Print page 1 or place a note in the box with your return information, and the problem you are having with the machine.
5. **If there has been an estimate given please OK the estimated price in your note.** This will speed up the process, as we will not have to try to reach you if we find the diagnostics accurate once it has been examined.
6. **The original box alone may not meet insurable shipping requirements.** Most carriers require a minimum of 2 inches of foam insulation between the machine and the box. They may also require the machine to be wrapped two times with ½ in bubble wrap. This may mean putting the original box inside a larger box to attain the insurable requirements.
 - **If the original box is not available** please use a sturdy box that is three or four inches larger than your machine, to allow for packing material. The box should have a Box Maker's Certificate (BMC) printed on the bottom that indicates the rated capacity and strength of the box. Do not exceed marked weight limits.
 - **DO NOT USE: newsprint, garbage, empty bubble mailers, loose cardboard, broken chunks of Styrofoam, or any other non-standard cushioning material to pack your machine. Doing so may automatically void any damage coverage on the shipment according to carrier policies. Approved cushioning materials are: bubble wrap, Styrofoam or starch peanuts, kraft paper, expanding foam (Instapak), or the original molded Styrofoam cushioning.**
 - Put 2 inches of packing in the bottom of the box.
 - Use 2 layers of large bubble wrap to tightly wrap the machine.
 - Place the wrapped machine inside the box.
 - Finish filling the box with packing such as packing peanuts, **do not leave any empty space in the box.** Tape the box securely with packing tape. Take it to a package shipping store such as a [UPS STORE](#) or [FedEx Kinko's](#), to do the actual shipping and provide you with a tracking number. **Be sure your name is on the label or box.**
 - Professional shipping companies often pack machines in an extremely negligent manner which has resulted in many broken machines. **Avoid letting anyone else pack your machine**, and don't assume that paying for packing means your machine is insured against damage. In all but very specific cases, a machine broken in transit due to insufficient/improper packaging will not be covered by insurance regardless of who packed it. There is a lot of fine print on these damage claim policies. If you must have your machine professionally packed, insist that it be wrapped in at least 2 layers of large-cell bubble wrap, and that it be double-boxed. It's worth the extra cost.
 - **Note: ERNW works hard at repairing your machine properly. We also want your machine to arrive back to you safe and unbroken. So, if your machine arrives in a box or has packing that does not meet these "insurable" requirements, ERNW will help you by repacking your machine to meet these requirements. Otherwise we cannot assure your machines protection during the return trip. Thus an appropriate repacking charge will be added. Thank you for your understanding.**
7. **Keep your tracking number and track your packages arrival via [UPS Tracking](#) or [FedEx Tracking](#). Please do not call to check arrival confirmation of your machine as it only slows the progress of completion. You can monitor the progress of your repair on our website, by using the "Repair Status" tracker on the "Service & Repairs" page.**
8. If you discover a problem through tracking your package, first contact the shipper to get the package back on track. Once the package arrives, our tech dept will call you when it is on the bench and diagnosed, usually 5-7 business days, although this may take a few weeks during peak periods.
9. **How do you pay for your repair? Once I get the machine on the bench I will confirm the problem. If it is as estimated I will contact you when complete and get a credit card number and return the machine. If it has further problems or no estimate has been given I will contact you with the cost and if you approve it I will get a card number do the repair and send it home.**



NOTE ABOUT COLD WEATHER SHIPPING:

To protect the boiler from freezing please drain boiler before shipping if possible.

To Drain:

- Turn the machine on and run steam through the wand.
- While steaming, remove the water tank.
- Allow the machine to steam until the machine ceases to produce steam or the water tank "Empty" signal comes on.
- Immediately turn the power off.
- Now the machine is ready for shipment. Feel free to email us if we can be of any more assistance in the process.