



**Service Request Form:**

Please fill out the following form and include it in the shipping box.

Detailed shipping instructions begin on page 2

Arrival Date \_\_\_\_\_

Contact Information **\*\*either an email address or cell phone capable of receiving text messages is required for providing a written estimate**

Name:	_____	Phone:	_____
Address	_____	Cell #	_____
City, State	_____	Alternate	_____
Zip Code	_____		_____
E-mail:	_____		_____

**Machine Information**

**Model of Machine:**

Describe the problem you are having with the machine

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I approve the estimate given of:

**\*\*Repairs under \$150 will be completed without prior authorization**

**Please check parts you are sending with machine**  
**\*\*Not all listed parts will apply to your machine**

- |                 |                       |
|-----------------|-----------------------|
| Parts included: | Bean Hopper Lid       |
| Water Tank      | Milk Carafe           |
| Water Tank Lid  | Wand Attachment       |
| Drip Tray       | Cappuccinatore        |
| Grille          | Bypass/Pre-Ground Lid |
| Portafilter     | Brew Group            |
| Puck Box        | Other _____           |

**\*\*\*\*Do not send detachable cords\*\*\*\***

Signature: \_\_\_\_\_

Please remember to do your part in the shipping process, as described below, to help ensure that your machine is not damaged in shipping.

<b>For tech department use:</b>	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 121<sup>st</sup> 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 Office](#), 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 or less than \$150 I will contact you when complete and get a credit card number and return the machine. If it has further problems, is over \$150, and no estimate has been given I will contact you with the cost and if you approve it I will do the repair, contact you for payment when complete, 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.