

CUSTOMER INFORMATION

Name: _____ Date: _____
Phone: _____ Email Address: _____
Address: _____ City: _____ State: _____ Zip: _____
Machine Make/ Model: _____

REPAIR REQUEST

What's going on with the machine? When did it begin? Please be as detailed as possible.

What at-home maintenance/cleaning have you been performing and how often? (Backflushing, descaling, etc.)

WHAT PARTS ARE YOU INCLUDING?

Please indicate which accessories you are including with your shipped in machine.

Serial #: _____ Order/RA# (provided to you via email): _____

Parts Included:

- | | | | |
|--------------------------------------|--|---|---|
| <input type="checkbox"/> Water Tank | <input type="checkbox"/> Brew Group | <input type="checkbox"/> Pre-Ground Lid | <input type="checkbox"/> 1 cup - P/NP/Both/Pod? |
| <input type="checkbox"/> Water Lid | <input type="checkbox"/> Removable Brew Spouts | <input type="checkbox"/> User Manual | <input type="checkbox"/> 2 cup - P/NP/Both |
| <input type="checkbox"/> Bean Hopper | <input type="checkbox"/> Panarello - P or SS? | <input type="checkbox"/> Scoop | <input type="checkbox"/> Power Cord |
| <input type="checkbox"/> Bean Lid | <input type="checkbox"/> Drip Tray | <input type="checkbox"/> Tamper | <input type="checkbox"/> MFG Packaging? |
| <input type="checkbox"/> Dump Box | <input type="checkbox"/> Tray Grate | <input type="checkbox"/> Portafilter | <input type="checkbox"/> Other: |

OFFICE USE ONLY

Date Repair Received: _____ Received By: _____
Condition Assessment: _____