

Book a service call

About three minutes. We will call to confirm a time.

Questions marked * need an answer.

Equipment down, flooding, no heat or a gas smell? Phone [number] now. Our call-out fee is [\$amount], and we quote anything beyond it before we start.

1. Is this for a home or a business? *

- ☐ Home ☐ Business

2. Contact name *

3. Business name *

Only if "Is this for a home or a business?" is Business.

4. Best phone number *

The technician calls before arriving.

5. Email for booking updates *

6. Service address *

Street address

Address line 2

City or suburb

State or region

Postcode or ZIP

7. What do you need? *

- ☐ Repair ☐ Servicing or maintenance ☐ Installation
☐ Inspection or testing ☐ Other

8. What is it? *

- | | | |
|--------------------------------|----------------------------------|------------------------------------|
| ☐ Heating | ☐ Cooling | ☐ Water heater |
| ☐ Plumbing | ☐ Electrical | ☐ Appliance |
| ☐ Other | | |

9. Brand and model

For a replacement, the one you have now.

10. Serial or asset number

Only if "Is this for a home or a business?" is Business.

11. What's wrong, or what needs doing? ***12. Is it still working? ***

Only if "What do you need?" is not Installation.

- | | |
|---------------------------|--------------------------|
| ☐ Yes | ☐ No |
|---------------------------|--------------------------|

13. How soon do you need us? *

- | | | |
|--|---------------------------------|------------------------------------|
| ☐ Today, it's urgent | ☐ This week | ☐ I'm flexible |
|--|---------------------------------|------------------------------------|

14. Photos of the fault or the data plate

Attach this separately and write what you attached below.

15. When could we visit?

- | | | |
|---|---|-----------------------------------|
| ☐ Weekday mornings | ☐ Weekday afternoons | ☐ Saturday |
| ☐ Any time | | |

16. Access notes

Gate code, parking, pets, who will let us in.

17. Account number, if you have one

18. Purchase order number

Only if "Is this for a home or a business?" is Business.

19. If the job needs more than the call-out, should we: *

- ☐ Call me first ☐ Go ahead up to \$[amount]

We may share your name, number and access notes with the technician doing the job. Privacy policy: _____.