



AMBIENCE AIR SITE ASSESSMENT / WARRANTY CLAIM FORM

In order to assess your site assessment or warranty claim please complete, sign and return this form to Ambience Air via email; aftersales@ambienceair.com.au, or by post; Ambience Air, 53 Discovery Drive Bibra Lake WA 6163

TROUBLESHOOTING CHECKLIST

Prior to submitting a request or claim, please complete the following basic troubleshooting items to test if any of these rectify your issue. Once complete, please check the box to indicate you have completed the steps.

- ☐ **PERFORMED HARD RESET** – Turn off your system via your meter box for 30min.
- ☐ **CLEANED FILTER(s)** – Cleaned the return air filter
- ☐ **OPENED ZONES 100%** – Ensure all occupied zones are set to 100% each.
- ☐ **RUN FAN MODE** – Run your system on fan mode for 5min before changing to cooling / heating
- ☐ **UPDATED CONTROLLER** (Zone10, Ezone, Myair) – Call 1300 850 191 for Advantage Air tech support
- ☐ **LIMITED ZONES** [Zoned Systems Only] – Turned off all zones except for the zone with an issue

- ☐ Photo's taken of error, controller settings, or any visible issue (optional)
- ☐ Video taken for any audio, or visual issues (optional)

CONTACT INFORMATION

We require contact information to ensure we have your most recent and valid contact details, to allow us to put you in contact with our team of trades, supervisor, or warranty agent to attend your issue.

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

BRAND OF SYSTEM: _____

TYPE OF SYSTEM: _____

SYSTEM SERIAL #'s: _____

DATE OF PURCHASE: _____

INVOICE / CONTRACT NUMBER: _____

ISSUE / CLAIM INFORMATION (check all applicable)

☐ Warranty Claim ☐ Installation Issue ☐ Site Inspection Request ☐ Other (please specify)

DETAILED DESCRIPTION OF PROBLEM AND/OR ANY FAULT CODES

SIGNING & CALLOUT CHARGE ACKNOWLEDGEMENT

BY SIGNING AND SUBMITTING THIS FORM, YOU UNDERSTAND AND AGREE THAT IN THE EVENT THE ISSUE IS NOT DEEMED TO BE AT FAULT OF AMBIENCE AIR'S, UNDER LABOUR OR MANUFACTURERS WARRANTY, A CALLOUT FEE WILL BE CHARGED ALONG WITH ANY ADDITIONAL WORKS REQUIRED.

I _____, acknowledge and agree that if my concern is not covered by either Ambience Air's or the manufacturers' warranty, then a service and call out fee will be charged along with any additional costs associated with required works.

Signed by Customer: _____

Date: _____

ALL FIELDS ARE REQUIRED TO BE COMPLETED IN ORDER TO PROCESS YOUR WARRANTY CLAIM