



SERVICE REQUEST FORM — EAST

This form, service pricing, and product information can be found at KaneTest.ca

#150-13571 Verdun Place, Richmond, BC, V6V 1W5

Phone: (604)278-4511

Toll Free: 1(800)475-0648

Email: infocanada@kanetest.ca

SAVE ME
FOR NEXT
YEAR'S
SERVICE

★ STEP ONE – Complete Contact Information

When sending an analyzer to KANE Canada, please ensure that you enclose on the following page:

- Your full contact details
- A daytime telephone number
- Details of faults you might have experienced
- All relevant accessories (e.g. probe, printer, adaptor and leak detectors) – The accessories that are sent in will be evaluated and tested. If an accessory fails, we will quote you for a repair or a replacement

★ STEP TWO – Packing Your Analyzer

- If returning an analyzer with its probe, please send them back in their case (hard or soft). The case should be put into a suitable sized box with 1-2 inches of packaging for protection
 - ♦ **Disclaimer:** We are not responsible for items that have been damaged in transport.
- If returning just an analyzer, use a container the size of a shoe box and ensure that you pack in the empty space (newspaper will do for this).

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Before sealing your package, please ensure that you have enclosed the items listed above, a copy of this form and it is clearly marked for the attention of the Service Department at the following address:

**KANE Canada East
ATTN: SERVICE
#1 – 605 Newbold Ave
London, ON N6E 2T7**

STEP THREE – Sending your Analyzer

Ship the item using a courier company or take it to your local post office. It is advisable to send the package by "Special Delivery" so that it is insured and traceable while in transit.

★ STEP FOUR – Processing

After our technicians have inspected the unit and its accessories, **you will receive a Service Quote with the total cost of service in the email you have indicated on this form.**

★ STEP FIVE – Approval

To be able to proceed with work, we require your written approval of the service in your response to the Service Quote email.

- Payment options will be made available to you after approval.

STEP SIX – Servicing and Return

Once we obtain a payment/PO, work will commence, and upon completion of the repair/calibration/recertification, gas analyzers will be returned to you by courier free of charge. For other instruments, please provide your courier account number.

- If after two weeks from your send date, the tracking information is indicating that we have received your item but you have not yet been sent a Service Quote, please call 1(877)475-0648 or email SR@kanetest.ca to ensure everything is on track.



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****Once completed, please attach it
to your service item**

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CONTACT DETAILS

Contact Name: _____

Company Name: _____

Phone: _____

Email: _____

Return Address: _____

City: _____ Prov: _____ Postal Code: _____

Courier: _____ Courier Account #: _____
(For return shipping if applicable)

Purchase Order # or Reference #: _____

☐ KANE158 – 179.95 +taxes*

☐ KANE258 – 189.95 +taxes*

☐ KANE358 – 199.95 +taxes*

☐ KANE458S (basic sensor configuration/not including NOX) – 209.95 +taxes*

☐ OTHER (indicate maximum credit card payment below) You will be sent the receipt and invoice upon completion.

*These are the expected costs based on a consistent annual service schedule

Please indicate your maximum approved amount: \$ _____ Sign here: _____

Name on Card: _____

C/C #: _____ Expiry: _____ CCV: _____

**Visa / Mastercard / AMEX information will be required from all service customers after being quoted.

**Supplying the payment information on this form is optional but can significantly speed up the turn-around time.

UNIT INFORMATION AND SERVICE

Make/Model: _____ Serial #: _____

☐ Warranty Request
– Please attach a copy of
the original Proof
of Purchase

☐ Repair Service
(Calibration Included)
– Comment required below

☐ Full Service
(Calibration Certificate
Included)

☐ Calibration

☐ AS-FOUND Data
(Extra Fee)

This unit has been registered/serviced before: ☐ Yes ☐ No

Please provide a short comment explaining the issue(s):
