

SERVICE REQUEST TICKET
LABORATORY IMPEX SYSTEMS LTD

Request assistance from Technical Support Department by completing the following using BLOCK CAPITALS & fax to +44 (0)1202 683571 (or phone +44 (0)1202 684848). **NO COVER SHEET NECESSARY.**
 email to TSD@labimpex.com

NOTE: This method of reporting faults only covers **Monday – Thursday 8.00am – 16.30pm and Friday 8.00am – 13.00pm (excluding Public Holidays) GMT.** For those Contracts with Out of Hours response alternative arrangements will have been made for reporting faults outside of these hours.

Contact Name:		Telephone No:		CUSTOMERS INFORMATION MUST BE PROVIDED TO ENABLE FORM TO BE PROCESSED								
Fax No:		TO BE COMPLETED IF A FAXED ACKNOWLEDGEMENT IS REQUIRED.										
Company:		Site:										
System:		Location:										
Instrumentation Fault Yes <input type="checkbox"/> No <input type="checkbox"/>		Instrument Serial No(s):										
Is the System/Instrumentation Safety Related (IEC 61508) Yes <input type="checkbox"/> No <input type="checkbox"/>		Equipment Serial No(s): Refer to user manual for further requirements										
BRIEF DESCRIPTION OF FAULT / REQUEST (one request per ticket)												
Is Instrument: Under Warranty? <input type="checkbox"/> Under Service Contract? <input type="checkbox"/> LIS SF No. If neither of the above, or work is known to be adhoc, please supply purchase order with request.												
Software Fault Yes <input type="checkbox"/> No <input type="checkbox"/>		Software Version:										
TO BE COMPLETED FOR SOFTWARE FAULTS (CAN ONLY BE ACCEPTED VIA FAX/EMAIL AND SHOULD INCLUDE PRINTOUTS & EXAMPLES):												
PRIORITY: A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> (Software stopped) (Left unresolved, will have severe impact) (Needs resolving by a particular date) (Resolve in next software release)												
Can software fault be reproduced at will? YES <input type="checkbox"/> NO <input type="checkbox"/>												
BRIEF DESCRIPTION OF FAULT / REQUEST (one request per ticket)												
Is Software: Under Warranty? <input type="checkbox"/> Under Service Contract? <input type="checkbox"/> LIS SF No. If neither of the above, or work is known to be adhoc, please supply purchase order with request.												
PLEASE PASS THIS REQUEST TO LIS TECHNICAL SUPPORT DEPARTMENT IMMEDIATELY												
To be completed by LIS personnel:												
NOTES TO ENGINEER:												
Task Type	File	Date		Time								
<input type="checkbox"/> Installation	S.F No.	d	d	m	m	y	y	h	h	m	m	Task Raised(received by LIS)
<input type="checkbox"/> Breakdown	<input type="checkbox"/> Out of Hours Callout											Telephone response by
<input type="checkbox"/> PM	LIS Project No.											Engineer visit by (unless otherwise agreed)
Other*	Repair Ticket No.											
Cost Centre		To be completed by TSD personnel:										
<input type="checkbox"/> Warranty	Customer PO Number	Contract Breakdown Response Times								Phone	Visit	
<input type="checkbox"/> Service Contract	Limit of Liability	SOFTWARE PRIORITIES: A- Phone: <24 Restart: same day/by noon following day B- Phone: <24 Restart: following day C- Phone: <48 Fix: by agreed date D- Phone: as necessary Fix: next release										
<input type="checkbox"/> Chargeable	£	SRT copied to:			ENG:			TASK NO:				
<input type="checkbox"/> Inter Dept.												
*Authorised by:	Request Passed To TSD By:											

Passed to Engineer Via: Phone Fax Hand
 Email