



Service & Parts Request Form

Date:	Contact Name:
Contact Phone:	P.O. #:
*Contact Email:	<input type="checkbox"/> *Warranty <input type="checkbox"/> *Non-Warranty

***Bill to or Service Company:**

Ship to:

*Name: _____

*Address: _____

*City, State, Zip: _____

Name: _____

Address: _____

City, State, Zip: _____

To the Attention of: _____

***Customer Information:**

*Customer Name: _____ *Phone: _____ *Date of Purchase: ___ / ___ / ___

*Customer Address: _____

***Equipment Serial Number:** _____

Commercial number begins HLT + 14 digits;
Residential number begins H + 13/14 digits

***Reason for Service Call:** _____

	Quantity	Part No.	Description	Reason for Replacement	— OFFICE USE ONLY —	
					Price Each	Total
1						
2						
3						
4						
5						

Shipping: Next Day 2nd Day 3rd Day Ground
(Additional shipping charges may apply for next day or 2nd day shipping.)

TOTAL ORDER:

*Indicates a required field. The service or parts order cannot be processed without this information.

Please see attached Service Policy for guidelines to Helix service requirements and reimbursements.



Warranty Service Policy

Thank you for working with Helix. We appreciate having great working relationships with dealers and independent service technicians. To streamline warranty service operations, we adhere to the following warranty service policy.

PLEASE NOTE: Authorization is required before all service trips.

Written preauthorization is required for all warranty service claims. No payments will be made on warranty service claims performed without our written preauthorization.

To obtain warranty service authorization: (1) Obtain the product model, serial number, and a thorough description of the issue; (2) Call the Helix customer service department at 888-435-4926 (888-helixco); (3) Provide the product model number and serial number, explain the issue, and get repair instructions; (4) Provide the destination name, address, a customer contact name and phone number, along with trip mileage; (5) Obtain parts (if needed) and the warranty service authorization number from Helix before visiting the site.

To submit a warranty service claim: (1) Complete the job. If complications occur, call the Helix customer service department from the site; (2) Have the customer sign the service completion line on the Helix service authorization and provide the customer's name and phone number; (3) On the Helix service authorization form, provide a description of the job, along with the trip mileage, service date, technician's signature, name and phone number; (4) To obtain warranty reimbursement, send the completed warranty service authorization form to service@helixco.com or by fax to +1 (603) 372-5868.

Warranty service payment rates:

- \$75 per hour/incidence for all Helix consumer products
- \$90 per hour/incidence for all Helix commercial products

We expect that repairs of Helix products will take one hour or less, with the exception of the following items:

- Replacement of one main shaft and two bearings: two hours
- Replacement of two complete shafts and four bearings: three hours
- HLT3000 generator and belt replacement: 1.5 hours

Payments will be based on these standard repair times. No additional payments will be granted without authorization by Helix while the technician is at the work site. Such authorization shall be determined at Helix's sole discretion.

Warranty service travel rates follow:

- \$25 for service trips over 25 miles one way
- \$50 for service trips over 40 miles one way
- \$80 for service trips over 60 miles one way
- \$0.25 per mile for each additional mile over 60 miles one way.
- These rates include all travel reimbursements. No additional payments will be authorized for travel.

Notes:

- Helix does not pay for diagnostic trips. Obtain product details from the customer and call the Helix service department for repair instructions.
- All Helix products can be repaired within one service trip. No payments will be made for multiple trips on the same unit for the same issue. If complications occur, call the Helix service department from the site.
- Helix reserves the right to reject time claims that exceed the average time required for the task.
- Helix reserves the right to contact customers and reject preauthorized claims given under false or misunderstood pretenses.

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Helix reserves the right to change its warranty service policy at any time. Updates void previous versions.

This is a policy statement, not a legal contract for payment.

Helix Company, a division of M&S Distribution

572 Freeport Street, Unit A, Boston, MA 02122 | 888-435-4926 (888-HELIXCO)

www.helixco.com | service@helixco.com | Fax: 603-372-5868