

Service Request Form:

Please fill out the following form and include it in the shipping box.

Detailed Shipping Instructions Are Below.

Arrival Date _____

Contact Information

Name: _____ Phone: _____
 Address _____ Cell # _____
 City, State _____ Alternate _____
 Zip Code _____
 E-mail: _____

Machine Information

Model of Machine: _____

Describe the problem you are having with the machine _____

Square trade claim #
(if applicable) _____

I approve the estimate given of: _____

Signature: _____

Please check parts you are sending with machine

- | | |
|-----------------|-------------------------------|
| Parts included: | Bean Hopper Lid |
| Water Tank | Frother |
| Water Tank Lid | Wand Guard |
| Drip Tray(s) | Cappuccinatore |
| Grill | Bypass Lid |
| Puck Box | Other _____ |
| Cord | Do not send detachable cords. |

Please remember to do your part in the shipping process, as described below, to help ensure that your machine is not damaged in shipping.

For tech department use:

Date _____

What was found: _____

What was done: _____

Comments: _____

Service:	\$ _____
Boiler:	\$ _____
	\$ _____
	\$ _____
	\$ _____

Pmt _____ Exp _____ CVC _____

Shipping Details

Weight _____ H. _____ W. _____ D. _____

New Box needed for insured shipping _____

Ship it to:

Espresso Resource NW INC.

10418 NE 41st Court

Vancouver, WA 98686

Att: Tom Corkill

1. **Before shipping, be sure to remove all water, grounds, and beans to prevent further damage to your machine (see note below).**
2. **Include any parts that you may want cleaned or serviced during the repair process.** Lids, water tank, puck box, drip tray and removable cords may be left off unless you want them cleaned during the service being done on your machine.
3. Print a copy of the **"Service Request Form"** above or place a note in the box with your return information, and the problem you are having with the machine. Include alternate numbers as it is important once the machine gets on the bench that I be able to reach you to give you the estimate.
4. **If there has been an estimate given please OK the estimated price in your note.** This will speed up the process, as we will not have to try to reach you if we find the diagnostics accurate once it has been examined.
5. **The original box alone may not meet insurable shipping requirements.** Some shippers require a minimum of 2 inches of foam insulation between the machine and the box. They may also require the machine to be wrapped two times with ½ in bubble wrap. This may mean putting the original box inside a larger box to attain the insurable requirements.
 - **If the original box is not available** please use a sturdy box that is three or four inches larger than your machine, to allow for packing material.
 - Put 2 inches of packing in the bottom of the box.
 - Use 2 layers of large bubble wrap to tightly wrap the machine.
 - Place the wrapped machine inside the box.
 - Finish filling the box with packing such as packing peanuts. Tape the box securely with packing tape. Take it to a package shipping store such as a [UPS STORE](#) or [FedEx Kinko's](#), to do the actual shipping and provide you with a tracking number. **Be sure your name is on the label or box.**
 - If you do not feel comfortable doing the packing we highly suggest taking the machine to a [UPS STORE](#) or [FedEx Kinko's](#) and they will package it and take care of the shipment for you. **Be sure your name is on the label or box.**
 - **Note: ERNW works hard at repairing your machine properly. We also want your machine to arrive back to you safe and unbroken. So, if your machine arrives in a box or has packing that does not meet these "insurable" requirements, ERNW will help you by repacking your machine to meet these requirements. Otherwise we cannot assure your machines protection during the return trip. Thus an appropriate repacking charge will be added. Thank you for your understanding.**
6. **Keep your tracking number and track your packages arrival via [UPS Tracking](#) or [FedEx Tracking](#). Please do not call to check arrival confirmation of your machine as it only slows the progress of completion. Please allow 7-10 working days from arrival time before checking status of machine if necessary.**
7. If you discover a problem through tracking your package, first contact the shipper to get the package back on track. Once the package arrives, our tech dept will call you when it is on the bench and diagnosed, usually 5-7 business days.
8. **How do you pay for your repair?** Once I get the machine on the bench I will confirm the problem. If it is as estimated I will call you when complete and get a credit card number and return the machine. If it has further problems or no estimate has been given I will call you with the cost and if you approve it I will get a card number do the repair and send it home. **NOTE ABOUT COLD WEATHER SHIPPING:**
To protect the boiler from freezing please drain boiler before shipping if possible.
To Drain:

Turn the machine on and run steam through the wand.

- While steaming, remove the water tank.
 - Allow the machine to steam until the machine ceases to produce steam or the water tank "Empty" signal comes on. Immediately turn the power off. Now the machine is ready for shipment. Feel free to call us if we can be of any more assistance in the process.
- 1-866-289-0262**