



If your operations depend on reliable power, rely on Kentech

New Customer - SERVICE CALL REQUEST FORM

Company Name: _____

Company Address: _____

Contact Name: _____

Contact Phone Number: Office _____ Cell _____

Contact E-mail Address: _____

Billing Address: _____

Generator Make: _____ Generator KW: _____

Generator Model Number: _____ Generator Serial Number: _____

Work/Problem Description: _____

Payment arrangements must be made before a Kentech technician can be dispatched. Please select one of the payment options listed below. A minimum 4 hour labor charge plus mileage at current rates will be applied for the service call. The service call charge will be applied to the necessary repair(s) if the said repair(s) are awarded to Kentech. If the problem found is not covered under warranty or if the manufacturer chooses to have another representative other than Kentech make the necessary repair(s), your company will be responsible for the payment of the requested service call.

Purchase Order (PO) Note: Approved Credit Application Required

Credit Card Type: _____ Check

Credit Card Number: _____ Exp. Date: _____ Sec. Code: _____

Name as it appears on Credit Card: _____

NOTE: Kentech does not accept American Express credit card.

Print Name: _____ Date: _____

Authorized Signature: _____

KENTECH

21855 East Hammond Dr. Porter, TX 77365
Phone: 281 358-0980 Fax: 281 354-8895

7943 East Evans Rd. San Antonio, TX 78266
Phone: 210 946-2474 Fax: **210 946-2473**

Please send completed form to
SERVICE@KENTECHPOWER.COM



If your operations depend on reliable power, rely on Kentech

We appreciate this opportunity to provide you service for your equipment.

RATES and GUIDELINES

New and Existing Customers : Customers who do not have an account with Kentech must make payment arrangements before a technician can be dispatched. A signed copy of the Service Call Request Form will serve as the customer's acceptance of Kentech's rates and billing guidelines and must be on file before any work can be performed. Please confirm prices when requesting service as rates are subject to change.

Billing : Invoices are based on our current rates for the type of work being performed and/or a previously approved quote. A mileage charge will be applied at the current provided rate unless otherwise stated. Labor rates include travel time plus onsite time. When a quote is provided and approved by customer in advance, the invoice is based on the quote issued price regardless of the mileage or labor required to complete the quoted work. Payment terms are Net 30 days.

Minimum Labor Billing : Labor is billed with a minimum 4 hour labor rate for all calls and scheduled work unless a quote stating otherwise is provided in advance and has been approved by the customer. Customers who request work stoppage on a job that is already in progress which was previously scheduled and is beyond Kentech's control will be billed a minimum of 4 hours labor or the total amount of hours that have been applied to work if more than 4 hours, any parts/materials used during job, and for mileage to and from jobsite.

Quoted Jobs : Price for parts and labor are good for a period of 30 days from the day the quote is issued unless otherwise specified. All quotes must be approved prior to scheduling service or parts purchases. Verbal quotes are not valid and will not be issued.

Customer with Account on Hold : Kentech will not be able to dispatch a technician for any scheduled service, service/repair calls, emergency calls, or warranty work for any customer with a past due account. Account must be paid in full before any additional work can be performed or any parts/materials purchased.

Emergency Calls : 24 Hour Emergency Call Service is available for all Kentech customers. 24 Hour Service is not guaranteed and is weather permitting. Emergency calls take priority over routine/scheduled maintenance. When a customer declares a call to be an emergency, a technician will be dispatched as soon as possible. This in turn could cause a delay in that technician's current scheduled job during normal business hours and could possibly require overtime to complete. It is Kentech's policy that any overtime incurred on a previously scheduled job due to an emergency call, that the originator of the emergency call will be charged for that overtime. We recommend that you establish guideline's for what actually constitutes an emergency call to help avoid this type charge. When possible, consider placing the call as a service/repair call and request that a technician be scheduled as soon as possible due to circumstances. Be advised that we will do our best to schedule all service/repair calls within 48 hours of their receipt.

Warranty Work : Warranties are subject to manufacturer's guidelines and is responsibility of customer to be familiar with those guidelines. Even approved warranty claims may not cover 100% of labor or cost of parts for repairs. Work performed during warranty period that is believed to be covered under warranty guidelines will be submitted to manufacturer for approval. If warranty claim is denied completely or partially from manufacturer it will be the customer's responsibility for any labor and parts charges. Please note that some parts and procedures are not covered by warranty (for example: batteries, oil, coolant, filters, fuses, adjustments, recalibrations, etc.) and they will be billed to customer at the current labor rates at time of service and price of parts at the time of purchase. Please note that manufacturer warranties do not cover afterhours emergency calls. Customer will be responsible for payment of cost difference in labor for after hours emergency calls.

Work Orders : Kentech will maintain a file of all services performed on your equipment by a Kentech technician. A work order will be provided to the customer at the conclusion of each scheduled maintenance, service call, or warranty call.

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