



Alex-Tronix Controller Service Submittal Form

Are you an Alex-Tronix dealer? YES NO

Name/Customer: _____

Address: _____

Controller Model Number: _____ Serial Number: _____

Sending in complete chassis or panel only? PANEL ONLY COMPLETE CHASSIS

Is this submittal considered a warranty repair? YES NO

Submitting additional items - Transformer, harness, etc.?: _____

System Information:

Main Power Source:

- Single Phase 120 VAC
- 2 or 3 Phase 240 VAC
- 3 Phase 480 VAC
- 12 VDC Diesel/Pump Generator
- 12VDC Solar Panel/w 7ahr. Battery.
- Internal Batteries within controller.

Other: _____

- Solenoid Type: 24 VAC
- 12 VDC Continuous
 - 12 VDC latching Type

Problem- Check all that apply:

- Blocks on display - Controller not working.
- Unit/Panel smoked or water damaged.
- Transformer blown.
- Knobs/Mechanical damage.
- Freight damage.
- Unit does not come on at all.
- Unit works, but needs cleaning/refurbishing.
- Unit needs upgrading.
- Unit does not keep time correctly
- Unit keeps recycling.
- Power surge damaged unit.

Complaint: _____

Please note that Alex-Tronix is a manufacturer established as a wholesale company; therefore, we cannot directly sell products or services to the general public. All transactions must be handled through an approved Alex-Tronix dealer. **If you are an end user wanting to send in a unit for service, the name and contact information of the dealer you wish to bill through must be submitted with the unit in order to avoid repair service delays. Dealers must submit a purchase order or written authorization along with any unit will-called or sent in for repairs.**

Submit this form with your unit. Tightly pack into box- Do not use plastic bags directly around panel; static electricity may cause additional damage to electronics. Ship all units to:

Alex-Tronix (Attn: Repairs) 4761 W. Jacquelyn Ave. Fresno, CA. 93722