



Alex-Tronix Controller Service Submittal Form

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 end users must purchase products and services through an **Alex-Tronix Authorized Dealer**.

An authorized dealer must submit a purchase order to us, on your behalf. Failure to receive a purchase order will halt the repair process.

Alex-Tronix Authorized Dealer Name: _____

Contact Name: _____ Contact Tel: _____

Ship to Address: _____

Purchase Order #: _____

Controller Model Number: _____ Serial Number: _____

Submitting unit or panel only? PANEL ONLY COMPLETE UNIT WARRANTY? YES NO

Additional items? - Transformer, harness, etc: _____

Authorization to discard the unit if deemed 'not repairable' YES NO

****IMPORTANT: After 30 days of non customer response, any unrepaired unit(s) will be returned with applicable charges applied; therefore, it is imperative our factory is immediately contacted regarding service status to expedite the repair process.**

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 Non-Latching
- 12 VDC Latching Type

Issue: _____

Firmly pack unit into box with this form- Do not wrap plastic bags directly around circuit boards --static electricity may cause further damage to electronics. Ship all units to:

Alex-Tronix (Attn: Repairs) 4761 W. Jacquelyn Ave. Fresno, CA. 93722 888-224-7630