



1 The Woodlands
 28 Main Road, Kempsey,
 Worcester WR5 3NB
enquiries@amplabs.co.uk
<http://www.amplabs.co.uk>

Service Request Form

Name	Date:
Address	
Telephone Email address	
Model	
Serial Number	
Fault Symptoms &/or required service	
Leads Included? Y/N Details:	
Valves included? Y/N Details:	



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Repair Warranty

From information in our service records or from genuine service receipts issued to this client, we guarantee that the parts installed by us will perform in a satisfactory manner under conditions of normal usage for a period of 1 year from the day the unit is returned.* If these parts become defective during this period, they will be replaced at no additional charge. The owner# is responsible for the costs of packing, carriage, insurance, delivery and return of the equipment.

The faults discovered during the service will be logged and we guarantee against the same fault from recurring for 180 days. We will not guarantee the logged fault from re-occurring beyond 180 days whether the equipment was used or not. This warranty does not apply to faults other than the original fault and corresponding diagnosis carried out by Amplabs. Physical equipment damage, abuse, improper use, power-surge, lightning, flooding or unauthorized or improper repair work carried out by the owner or by a second party is not covered by this warranty.

Faults of an intermittent nature

Please note the above paragraph relates to intermittent faults too. We can only rectify faults that occur during the service period so it is imperative that the owner ensures that the intermittency occurs regularly enough to ensure an effective diagnosis. Typically the fault should manifest itself within 30 minutes under normal listening room conditions. In the event of an intermittent fault recurring that wasn't detected, diagnosed, or rectified during the service period, our warranty does not and will not apply.

*In the case where new valves have been fitted by Amplabs, a 90 day conditional warranty applies. We will return such valves to the original supplier for assessment, pending their decision whether they were inherently faulty or damaged by misuse**. Any costs incurred for two way postage or restocking fees in the case of returned good valves, must be paid by the owner.

** When replacing or interchanging output valves, it is essential that the bias voltage is checked & adjusted by a qualified person. Push pull output valves generally should be replaced as matched sets. This includes amplifiers with auto bias and fixed bias. Output valves in fixed bias amplifiers that are user adjustable, are particularly prone to misuse. We cannot accept liability for valves which are operated outside the manufacturer's recommended limits, breakages, incorrect biasing or component failure.

Personal Injury Disclaimer

The responsibility of using the unit belongs to the owner. We will not be held responsible for any personal injury due to the handling, normal use or misuse of this equipment. All units are tested for electrical isolation at the time of the repair. Any unit failing this test will either be repaired and rendered safe or in the event of parts not being available or the customer not wanting to go ahead, will be deemed unusable and a warning sticker will be placed in a prominent position on the unit and the mains plug will be removed and/or mains input/output sockets will be taped over. Equipment deemed unsafe will be recorded as such with the model and serial number.

Equipment marked CE approved will be checked to ensure continuing*** conformity to the relevant Low Voltage Directive (LVD) before proceeding with any repair work. CE approved equipment failing this check will either 1/ Be corrected by ourselves, or 2/ If the owner decides not to proceed with a repair, the failure will be recorded with the model and serial number and a warning label will be attached to the equipment. All repair work carried out by Amplabs on CE approved equipment will be of a quality that maintains safety by conforming to the LVD.

All UK equipment received with an old (un-insulated pin) 13 amp mains plug will be replaced with one conforming to UK standards. This item will be charged at cost and added to the repair bill.

*** Any modifications or changes made by a third party during the previous service history of the equipment..

The equipment 'owner' and 'user' are synonymous in this context.