

# Service Form

No: **00451**

Date : \_\_\_\_\_

**Customer Information**

Name : \_\_\_\_\_

Contact No : \_\_\_\_\_

Address : \_\_\_\_\_

Email : \_\_\_\_\_

**Service Request**

(to be filled in by customer)

|                                      |  |   |       |
|--------------------------------------|--|---|-------|
| <b>Heart Rate Monitor</b>            |  | <b>Defect Highlighted:</b>                                  |       |
| Model :                              | _____  | <input type="checkbox"/> Battery Weak / Flat / Not Charging | _____ |
| Serial No :                          | _____  | <input type="checkbox"/> Not Reading Heart Rate             | _____ |
| Warranty :                           | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Irregular Heart Rate               | _____ |
| Date of Purchase :                   | _____  | <input type="checkbox"/> Display / LCD Defect               | _____ |
| Unit being serviced/repaired before? | _____  | <input type="checkbox"/> Display Hanged                     | _____ |
|                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Buttons Not Working                | _____ |
| *If Yes, please stated when:         | _____  | <input type="checkbox"/> Front Case Cracked                 | _____ |
|                                      | _____  | <input type="checkbox"/> Back Case Cracked                  | _____ |
|                                      | _____  | <input type="checkbox"/> Wrist Strap Broken                 | _____ |
| Remarks:                             | _____  |   |       |
|                                      | _____  |   |       |

**Service Report**

(to be filled in by service technician)

|   |                                     |                                  |       |
|---|-------------------------------------|----------------------------------|-------|
| <b>Service / Repair / Change of parts</b> |                                     | <b>(RM)</b>                      |       |
| Exchange                                  | <input type="checkbox"/> Change ( ) |                                  | _____ |
| New Serial No :                           | _____                               |                                  | _____ |
| Battery                                   | <input type="checkbox"/> Change ( ) |                                  | _____ |
| Charging Pod                              | <input type="checkbox"/> Change     | <input type="checkbox"/> Service | _____ |
| PCBA/PWBA                                 | <input type="checkbox"/> Change     | <input type="checkbox"/> Service | _____ |
| Module                                    | <input type="checkbox"/> Change     | <input type="checkbox"/> Service | _____ |
| LCD                                       | <input type="checkbox"/> Change     | <input type="checkbox"/> Service | _____ |
| Front Case                                | <input type="checkbox"/> Change     |                                  | _____ |
| Back Case                                 | <input type="checkbox"/> Change     |                                  | _____ |
| Wrist Strap                               | <input type="checkbox"/> Change     |                                  | _____ |
| Water Resistance Test :                   | <input type="checkbox"/> Pass       | <input type="checkbox"/> Fail    | _____ |
| HR Transmission Test                      | <input type="checkbox"/> Pass       | <input type="checkbox"/> Fail    | _____ |
| Remarks:                                  | _____                               |                                  |       |
|   | _____                               |                                  |       |

|                      |  |   |       |
|----------------------|--|---|-------|
| <b>Transmitter</b>   |  |   |       |
| Model :              | <input type="checkbox"/> T31 <input type="checkbox"/> WearLink | <input type="checkbox"/> Not Reading Heart Rate | _____ |
| Serial No :          | _____  | <input type="checkbox"/> Irregular Heart Rate   | _____ |
| With Elastic Strap : | <input type="checkbox"/> Yes <input type="checkbox"/> No       | <input type="checkbox"/> Elastic Strap Broken   | _____ |
| Remarks :            | _____  |   |       |
|                      | _____  |   |       |

|                            |  |       |
|----------------------------|--|-------|
| Battery                    | <input type="checkbox"/> Change ( )                              | _____ |
| Transmitter                | <input type="checkbox"/> Change <input type="checkbox"/> Service | _____ |
| (New Serial No :           | _____)   | _____ |
| Water Resistance Test :    | <input type="checkbox"/> Pass <input type="checkbox"/> Fail      | _____ |
| Transmitter Function Test: | <input type="checkbox"/> Pass <input type="checkbox"/> Fail      | _____ |
| Remarks:                   | _____  |       |
|                            | _____  |       |

|                      |  |   |       |
|----------------------|--|---|-------|
| <b>Accessories</b>   |  |   |       |
| Infrared/ FlowLink : | _____  | <input type="checkbox"/> Not Working Properly | _____ |
| Speed Sensor :       | <input type="checkbox"/> S <input type="checkbox"/> CS | <input type="checkbox"/> Not Working Properly | _____ |
|                      | <input type="checkbox"/> WIND                          | <input type="checkbox"/> Not Working Properly | _____ |
| Cadence Sensor :     | <input type="checkbox"/> S <input type="checkbox"/> CS | <input type="checkbox"/> Not Working Properly | _____ |
|                      | <input type="checkbox"/> WIND                          | <input type="checkbox"/> Not Working Properly | _____ |
| Foot Pod :           | _____  | <input type="checkbox"/> Not Working Properly | _____ |
| GPS Sensor :         | _____  | <input type="checkbox"/> Not Working Properly | _____ |
| Remarks :            | _____  |   |       |
|                      | _____  |   |       |

|                |  |       |
|----------------|--|-------|
| Battery / Unit | <input type="checkbox"/> Change <input type="checkbox"/> Service | _____ |
| Battery / Unit | <input type="checkbox"/> Change <input type="checkbox"/> Service | _____ |
| Unit           | <input type="checkbox"/> Change <input type="checkbox"/> Service | _____ |
| Battery / Unit | <input type="checkbox"/> Change <input type="checkbox"/> Service | _____ |
| Battery / Unit | <input type="checkbox"/> Change <input type="checkbox"/> Service | _____ |
| Remarks :      | _____  |       |
|                | _____  |       |

I hereby agree to proceed with the service / repair of the product(s)

\_\_\_\_\_

Customer Signature & Date

Service done by:

\_\_\_\_\_

Technician Signature & Date

**Service Policy**

- Service centre reserves the right to charge/refuse providing service in the following case:
  - Unauthorized repairs/modification done
  - Non-matching watch and warranty card serial numbers
  - Damages caused by accidents, abuse and misuse or by the usage of product under heated conditions.
- This form must be produced during product(s) collection / in cases of service form loss or payment failure, the service center reserves the right to refuse delivery.
- Due to practice of proper electronic waste disposal, replaced faulty parts or components will not be returned to customers, regardless of warranty status.
- Service center reserves the right to dispose the product(s) six months after the date of service if service fee is unpaid and/or product(s) are not collected.
- For warranty void cases (e.g. mishandling, wear and tear etc.), there will be no future product warranty after the repair. Service warranty is valid for 6 (six) weeks from service repair date.
- All product(s) under warranty period must be accompanied with the purchase receipt, valid warranty card issued by authorised dealers, failing which service center reserves the right not to recognize the validity and repairs.
- Service center will advise on the duration required for the service to be performed and the spare part charges incurred.
- Software upgrade/changing of modules may result in unit reset to default settings with possible data loss.

Serviced / Repaired unit received by : \_\_\_\_\_

Date : \_\_\_\_\_

Service Operation Time:  
Monday to Friday (9.30am - 6.00pm)  
Saturday (9.30am - 1.00pm)

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- i) White : Customer's Copy
- ii) Green : Polar Service Centre Copy
- iii) Pink : Dealer's Copy
- iv) Yellow : Branch Copy