



Request for Service Form	Form Completion Date:	Form Completed by:
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We are committed to helping you keep your facility operational. We understand that you have placed a service call to us. We ask that you please complete the following steps in order to help us serve you better:

1. Have you referred to the Trouble Shooting section on p. 9 of the Veritas Door Service Manual and perform the recommended steps? Yes No
2. Open the control panel and locate the processor unit. Describe below what is indicated on the green LED display:

When you have completed steps 1-2, then complete this *Request for Service* form and return it to us via email or fax **(484)991-8521**.

It is our commitment to respond within 24 hours or sooner. Please be aware that a resolution may not be possible within 24 hours, but we will at least have a preliminary assessment at that time. It is our goal to have your facility in working order as soon as possible.

When returning this form, please also attach any additional information, such as photographs, drawings, or correspondence relevant to the issue. *Ex: If a technician first noticed the problem, provide their report or summarize it in the space provided below.*

Please check here if you have enclosed supporting documents:

Thank you for your time, we will be in touch with you soon.

Contact for this Service Issue					
Name:					
Email:					
Fax:					
Phone:					
Facility Information					
Name and Location:					
Room(s) Location/Description:					
Service Request Information					
Date of First Occurrence:		Suspected Door Issue:	Mechanical	Electrical	Aesthetic
Have there been previous issues related to this current request?	Yes No	If yes, how were they resolved?			
Please describe the nature of the issue in detail, including name and role of person who first observed the problem:					
Have any other steps been taken to try to resolve this problem?	Yes No	If yes, please describe (<i>ex: follow Trouble Shooting Guide in Veritas Door Manual</i>):			
Have there been any alterations to the power or electrical configurations?	Yes No	If yes, please describe:			
Have there been any changes to door surroundings (<i>i.e., paint, furnishings, door finishes, etc.</i>)?	Yes No	If yes, please describe:			

