



JCM American

925 Pilot Rd
Las Vegas, NV 89119
FAX 702-651-0214
702-651-0000 or 800-683-7248

SERVICE REQUEST FORM

*Thank You for the
opportunity to serve you!*

www.jcm-american.com

Date: _____

SR # _____

FORM INSTRUCTIONS: PLEASE REVIEW JCM's SERVICE POLICY (see below) BEFORE SUBMITTING A REQUEST.

1. Complete the Form below. **For Multiple Units, include SERVICE REQUEST FORM 2 (Page 2).**
2. Click the **Print Form** button. (To clear all Form fields, click the **Reset Form** button.)
3. FAX the Printed Form to (702) 651-0214 **OR**
Click the **Submit Form** button to email the completed form to svc@jcmglobal.com.
You will be notified by JCM of the **SR #** issued for your Service Request by Phone, FAX or Email.
4. Follow the **SHIPPING INSTRUCTIONS** (listed below).

Customer Name: _____ Customer #: _____

Address: _____ FAX: _____
 _____ Phone: _____

Technical Contact: _____

E-mail: _____

PO#: _____ Quantity to be returned: _____

Model Type (e.g., UBA10SS, iVZ100SS, DBV400/500, GEN2U, GEN5, LED Modules/Frames/Power Supplies):

Serial Number: _____

Description of Failures: _____

Units for Repair _____ **Units for Exchange** _____ **Software ID:** _____

(If Units for Repair or Exchange are not specified, Units will be Repaired)

Specify Method of Payment: **Credit Card** **Check** **Net 30**

Specify Method of Shipment: **Ground (7-10 days)** **Blue (2 days)** **Red (1 day)** **Will Call**

Insure Shipment at Customer Expense? **Yes** **No** (If not specified, NO Insurance will be provided)

Software Upgrades? **Yes** **No** **If necessary** (\$25 each) Subject to jurisdictional approval.

SHIPPING INSTRUCTIONS: PLACE A COPY OF THIS SERVICE REQUEST FORM IN THE BOX AND INCLUDE THE JCM-ISSUED SR # ON THE BOX OR SHIPPING LABEL TO ENSURE IT IS ROUTED TO THE SERVICE REPAIR DEPT. UNITS RECEIVED WITHOUT AN SR # MAY BE RETURNED. REQUESTS EXPIRE 30 DAYS AFTER DATE OF ISSUE.

JCM SERVICE POLICY

All repairs carry a 90-day warranty from the Date of Service.

Warranty will automatically be VOIDED if damage is due to negligence, vandalism or misuse, or the Service/Serial # Label is removed.
Repairs are scheduled on a first in, first out basis upon receipt of orders.
Every effort will be made to process units in 30 working days. Backlog may affect turnaround time.

UNDER WARRANTY: Units under warranty will be repaired and shipped back via FEDEX or UPS ground.

OUT OF WARRANTY: A MINIMUM LABOR CHARGE of **\$75.00** PER HOUR WILL BE CHARGED PER UNIT.

ANY OUT OF WARRANTY UNIT WILL BE EXCHANGED WITH SAME MODEL UNLESS DIRECTED BY CUSTOMER TO REPAIR.
Customer will be contacted for authorization on repairs costing more than \$200.00 for iVIZION®, UBA®, UBA PRO, iPRO™
DBV®-400/DBV-500, GEN2U™ and GEN5® Units; and \$100.00 for BlueWave™ Units. Units out of warranty and costing less than
\$200.00 or \$100.00 per Unit (depending on model) will be repaired and shipped back by FEDEX or UPS Ground.

NO FAULT FOUND AND PROCESSING FEE:** **\$35.00** INSPECTION AND HANDLING FEE

Units that are returned under warranty and are found to have no warranty issues will be subject to this fee.

**** This fee also applies to Units diagnosed and inspected, but not repaired per the Customer's request.**

END OF LIFE PRODUCT: Product(s) that are discontinued are subject to Parts Availability.

BROKEN OR MISSING BEZELS AND MODIFIED WIRING HARNESSSES ARE NOT THE RESPONSIBILITY OF JCM

Please make copies for future requests



JCM American SERVICE REQUEST FORM 2 (for Multiple Units)

NOTE: For iVIZION® Units, list **BOTH MODULES** of each Unit separately (1 MODULE per Line) in the MODEL NUMBER column (e.g., iVIZION Head or iVIZION Transport). Please list the **Serial Number** for **EACH MODULE** in the SERIAL NUMBER column.

UNIT	MODEL NUMBER	SERIAL NUMBER	PROBLEM
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