

COMMERCIAL EQUIPMENT SERVICE:

On Premise Attendance for Technician

Speed Queen Equipment Sales - Service Call Out Booking Process:

- Before you call for service technician.
Ensure all services to the equipment are operational - GAS - WATER - POWER - STEAM - and turned on.
Take note of any error code and the condition under which it is displayed
Identify the complete MODEL NUMBER & SERIAL NUMBER of the unit concerned
Place an out of service sign on the affected unit.
- Call Speed Queen Equipment Sales P/L
P: 03 9495 1300 select option # 3 for Service Or Email : service@speedqueensales.com.au
Advise the consultant clearly:
The full Business Name - Billing Address - Contact Person
The Location of the Equipment Laundry - laundry contact person - detail of access to the product (Alarms - Keys - Times)
The detail of the issue - Error Code and any additional information relating to your concern.
- Our Technical Team will allocated jobs by region and severity -
The allocated Technician will communicate with your designated contact to identify the earliest time to attend the site.
Out of Hours or special condition requirements will attract additional charges when requested.



FEE STRUCTURE - Effective February 2024

METROPOLITAN MELBOURNE CALL OUT FEE: \$150.00 ex GST

TIME CHARGE @ \$2.50 per min (or \$150.00 per hour)

PARTS WILL BE CHARGED AS REQUIRED AND AUTHORISED BY LAUNDRY PERSON

OUTER SUBURBAN AND REGIONAL AREAS WILL BE QUOTED SEPARATELY AND MAY INCUR AN ADDITIONAL CHARGE ON CALL OUT - (And are subject to time restrictions)

CALL 03 9495 1300 select option 3

WE USE GENUINE PARTS IN OUR REPAIRS

OUR VANS ARE STOCKED WITH KEY PARTS FOR RAPID COMPLETION OF OUR WORK.