

Request for After Sales Service



HAPERO

Reason for assistance:

- ☐ Error ☐ Telephone enquiry
☐ Service

Date

Office hours: Mo. - Th. 08:00 am - 16:30 pm | Fr. 08:00 am - 12:30 pm
Hotline: Oct. - April | Mo. - Th. 16:30 pm - 20:00 pm | Fr. 13:00 pm - 20:00 pm |
Su. & Bank Holidays 09:00 am - 17:00 pm

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Mail. office@hapero.com
Web. www.hapero.com

Customer:

Company Name

First name/ Surname

Telephone number landline

Telephone number mobile

Fax

E-mail

- ☐ End-Customer
☐ Installer
☐ Wholesaler
☐ Servicepartner

End-Customer:

First name/ Surname

Telephone number landline

Telephone number mobile

E-mail

Boiler location:

Street, Number

County Postcode Town / City

Installer:

Company name

County Postcode Town / City

Telephone number

E-mail

Type of boiler:

☐ 7 kW ☐ 15 kW ☐ 25 kW ☐ 35 kW ☐ 50 kW ☐ 70 kW ☐ 105 kW

Cascade:

Serial number

Located:
7 kW at the back of the boiler
15 kW inside cladding door
25 / 35 kW back of the boiler (outside top)

Serial number (Cascade)

Serial number (Cascade)

Date of commissioning

Installer

Date of last maintenance

Carried out by (Company name)

☐ Pump intervals ☐ Mixer regulation ☐ External reg. ☐ Domestic hot water tank

4 Button-Display

Press and hold button  for the following data:

Room reg. address Software version ID Update

Example:

0.0.0.0 0002 6CA 0247

Module configuration boiler

Press and hold both buttons   at the same time button . The display shows „- P.00 -“.
Press button  until you reach „58“, Press button  and write the 3 digits in the spaces!
To leave the menu press .

Example:  237

Touch-Display

Press  followed by



Program version

Software mainboard

Hardware mainboard

Boiler message

☐ No

☐ Yes



Example: E 02

Further details:

Return call for

 at 
Date Time


Telephone number

First name / Surname Customer

Signature Customer / Date

Internal processing:

Can only be filled out by HAPERÖ trained staff!

Reclamation number _____ Date of receipt _____ Completion date _____

Name of Administrator _____

Total time

Labour _____ hour(s) Distance in total _____ m

Material: GBP _____ excl. VAT.

Replaced or damaged spare part

Article number _____ Article description _____

Article number _____ Article description _____

Article number _____ Article description _____

Source of error with customer

- | | |
|--|--|
| ☐ Assembly / Installation | ☐ Guarantee |
| ☐ Hydraulic | ☐ Warranty |
| ☐ Configuration of the System | ☐ Repair |
| ☐ Parameter / Adjustment | ☐ Good Will gesture |
| ☐ Service not carried out | ☐ Invoice |
| ☐ User error | |
| ☐ Did not comply with min. recommended gaps | |

Signature for approval (V & ASS) _____

_____ Date of approval

Source of error with HAPERÖ

- ☐ Production ☐ Purchase / Supplier ☐ Product development ☐ Service

Note / Description / Improvement suggestions

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Internal further actions ☐ No ☐ Yes

☐ _____ Date _____
through Service technician

☐ _____
through After Sale Service

Passed on by: ☐ Production ☐ Purchase / Supplier ☐ Product development

Application for alteration: ☐ No ☐ Yes

Applicant _____ Date _____

_____ Application number

Contact with supplier

☐ _____ Date _____
Contact via