



# PowerFloat Inc.

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Calgary, AB T2J 5N8  
1-877-969-2233 Toll Free  
(403) 995-1209 phone  
(403) 995-4434 fax  
info@powerfloat.net  
www.powerfloat.net

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## PowerFloat REPAIR PROCEDURES

In the event that your PowerFloat is in need of a yearly maintenance check, is damaged or is not operating properly you will need to send it in to our authorized repair facility at:

**LEVY'S MACHINE WORKS**  
**3503, 78<sup>TH</sup> Ave. SE**  
**Calgary, Alberta T2C 1J7**  
**1-877-969-2233**

**The following instructions apply to both the ELECTRIC, CORDLESS and QUICK CONNECT models.**

1. Remove **ALL** accessories from the carrying case. Please ship only the PowerFloat. Accessories may become lost or misplaced if left in the case at the repair facility. If your PowerFloat is a cordless model please include the extra batteries.
2. Complete the **Return Authorization Form** and make three (3) copies.
  - Fax one copy to PowerFloat at (403) 995-4434
  - Include one copy in the case with your PowerFloat
  - Retain one copy for your records
3. Complete two (2) **Shipping Document Labels**
  - One addressed to the repair facility
  - One addressed to your clinic (to be used for return shipping from **Levy's Machine Works**)
4. Customers are responsible for all shipping costs. It is very important that your return-shipping label is correct. Please retain copies of all tracking numbers for your records.
5. Whenever possible PowerFloat will attempt to make available a RENTAL unit for the period of time your unit is in repair. The cost of the RENTAL unit is \$100/week from date of arrival of the rental, to date of return to PowerFloat Inc. In addition to the rental fee, the renter is also responsible for all shipping costs. A credit card number will be required prior to shipping the rental unit.
6. Please ship your PowerFloat by courier only. **DO NOT** ship via Canada Post and do not include cash or credit card numbers inside the case. If you do not have an account with a courier company, please notify the PowerFloat office and we will make arrangements for your return shipping. You will be invoiced accordingly and may make payment with a Visa or Master Card.
7. A faxed quote of repair costs will be provided prior to all repairs being completed. Please complete the authorization portion of the quote and return it by fax to the PowerFloat office at (403) 995-4434.
8. All questions or concerns regarding the repairs must be directed to the PowerFloat office at 1-877-969-2233. Calls to the repair facility **WILL NOT** be accepted. If you experience any problems with your PowerFloat upon the completion of the repair please contact the PowerFloat office immediately.



# PowerFloat REPAIR AUTHORIZATION

Please complete:

- Fax one (1) copy to the PowerFloat office at (403) 995-4434  
(This form must be received by PowerFloat **PRIOR** to inspection of your float by the repair facility)
- Forward one (1) copy in the carrying case with your PowerFloat to **LEVY'S MACHINE WORKS**

## CUSTOMER INFORMATION

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

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

Doctor's Name: \_\_\_\_\_

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

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax: \_\_\_\_\_

## PowerFloat REPAIR INFORMATION

Quantity: \_\_\_\_\_ Cordless / Electric / Quick Connect Serial Number(s): \_\_\_\_\_  
(please circle model)

Is this a General Maintenance Check or Repair:  General Maintenance  Repair

Is this a Warranty Repair?  Yes  No \* If YES please indicate repair or purchase date.  
(PowerFloat has a six month warranty from purchase date)

Are you experiencing any problems currently?  Yes  No \_\_\_\_\_

If **YES** please clearly explain problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## SHIPPING INFORMATION

Courier: \_\_\_\_\_ (i.e.: UPS, FedEx, etc.)

Ground: \_\_\_\_\_ Air: \_\_\_\_\_ (please check one)

Waybill Number to Levy's Machine Works: \_\_\_\_\_

Return Waybill Number: \_\_\_\_\_

If you have **NOT** received a repair quote in 7 business days please contact the PowerFloat office at 1-877-969-2233 immediately.

**PLEASE ALLOW 14 – 21 BUSINESS DAYS FOR REPAIRS**