



Soniclean Pty Ltd  
12B Islington Court  
Dudley Park, South Australia 5008  
Phone: +61 8 8234 8398  
Website: [www.soniclean.com.au](http://www.soniclean.com.au)

## REQUEST A SERVICE BOOKING

Please complete the form and return it to [servdept@soniclean.com.au](mailto:servdept@soniclean.com.au). Our service team will contact you within one business day.

Business name: \_\_\_\_\_

Contact name: \_\_\_\_\_

Delivery address: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Date of booking: \_\_\_\_\_

### Machine Details

Model Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Last Service Date (Check machine's service sticker): \_\_\_\_\_

Name of last service provider if not Soniclean: \_\_\_\_\_

Please include your machine's accessories for inspection:

Lid       Perforated Tray       Mesh Basket       Drain Hose

### Service Request

In accordance with the applicable standards AS 2773:2019 and AS 5369:2023, Soniclean (manufacturer) recommends routine calibration and validation of products as outlined in the user manual supplied with your machine. The user manual is also available for download from the Soniclean website: [www.soniclean.com.au](http://www.soniclean.com.au).

Soniclean validation and calibration includes:

- Operational Qualification (OQ)
- Performance Qualification (PQ)
- Test and Tag in accordance with AS 3760

Installation Qualification (IQ) applies to our Irrigator and Washer machines where Soniclean engineers are engaged to perform on-site installation.

Any faults or non-conformances identified in relation to applicable standards, OQ and PQ compliant requirements, or validation and calibration specifications will be documented and quoted (including labour and parts) via a Customer Authorisation Form. These findings may also be discussed with Soniclean's After-Sales Support Team via phone or email.

A minimum booking fee of \$250 applies per service booking, regardless of whether repairs are carried out.

Repairs include rectification of the reported fault, along with validation and calibration in accordance with AS 2773:2019 and AS 5369:2023.

Please note:

- Repairs and replacement parts are not included in the service booking fee.
- Validation or testing using non-standard methods may incur additional charges.
- Any validation tests supplied are at the customer's cost.
- Soniclean reserves the right to decline the use of non-standard validation tests.

Full service.

Was a service reminder email or phone call received from Soniclean?  Yes  No

Repair. Describe the fault below.

\_\_\_\_\_

Evidence attached:

Number of photos: \_\_\_\_\_

Number of videos: \_\_\_\_\_

Loan unit required:  Yes (additional charges apply)  No

Preferred transport options:

- I will drop off my machine.
- I will arrange my own transport.
- I would like Soniclean to arrange a courier (additional charges apply)

For more information, please visit [www.soniclean.com.au](http://www.soniclean.com.au).