

Framon Manufacturing Company, Inc.  
909 Washington Ave.  
Alpena, MI 49707  
Phone: 989-354-5623  
Fax: 989-354-4238  
E-mail: [service@framon.com](mailto:service@framon.com)

# SERVICE REQUEST

Please fill out the entire form and include a copy with your key machine. Make a copy for your records before shipment. All information must be filled out completely.

When packaging your machine, we recommend using UPS. Place the machine in a box with at least two inches of packaging around every side of the machine. **Do not** pack the machine in Styrofoam popcorn; there will be an additional \$50 fee for machines packaged in popcorn, as the material breaks down in shipping and enters the motor housing. We then have to disassemble the motor to remove the pieces. Ship the machine to the address above.

Under most circumstances, your machine will be fixed the same day that it arrives, and we will ship it the following day. We charge a flat repair fee of \$75 plus parts & return shipping. This covers the labor to adjust and lubricate the machine. This does not cover repainting or refurbishing the machine to a like-new state. If you wish to have your machine repainted to like new condition, we will contact you with a price after examining the machine.

Date Machine Sent To Framon: \_\_\_\_\_ Tracking Number: \_\_\_\_\_

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

Company: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

E-mail Address: \_\_\_\_\_

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

Description of work you wish to be performed: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Payment Information (circle one): Credit Card COD Equipment Solutions

(VW & Audi dealers should bill repair charges through Equipment Solutions)

Credit Card Number & Type: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV2 Number: \_\_\_\_\_ (last three digits on signature panel)

Return Shipping Type Requested (circle one):

UPS Ground UPS Three Day UPS 2<sup>nd</sup> Day Air UPS Next Day Air