



6161 E. 75th Street
Indianapolis, IN 46250

O: 855-365-2407

KEY COMBINATOR REPAIR REQUEST FORM

DATE: _____ END USER CUSTOMER ACCOUNT # _____

END CUSTOMER MASTERKEY ACCOUNT # _____

END USER NAME: _____ COMBINATOR SERIAL# _____ (NO OLD RED MACHINES)

IS THIS COMBINATOR AN A2 OR A4 SYSTEM? **A2** ☐ **A4** ☐ **OTHER** _____

CONTACT PERSON PHONE# _____

CONTACT PERSON EMAIL: _____

What keyways are cut with this combinator? _____

(Please list **ALL** keyways, standard, cormax, kaba, premium, etc.)

Please give a *brief* summary of the combinator malfunction (i.e.; burrs, improper depth, carriage advancement, etc.) -

Please answer the following questions. These are vital in assisting us to better evaluate your combinator. (Please check appropriate answer.)

	Occasionally	Always	Once
How often does a malfunction occur with this combinator?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	YES		NO
Do the keys cut with this combinator operate smoothly?	<input type="checkbox"/>		<input type="checkbox"/>
Are there large burrs on the keys after cuts are made?	<input type="checkbox"/>		<input type="checkbox"/>
Does the carriage advance properly?	<input type="checkbox"/>		<input type="checkbox"/>
Does the depth selector move freely between numbers?	<input type="checkbox"/>		<input type="checkbox"/>
Does die block and punch move with the depth selector?	<input type="checkbox"/>		<input type="checkbox"/>
Is the handle binding or sticking during operation?	<input type="checkbox"/>		<input type="checkbox"/>
Is key combinator mounted to a table surface?	<input type="checkbox"/>		<input type="checkbox"/>
Has the combinator been dropped or struck in any manner?	<input type="checkbox"/>		<input type="checkbox"/>
Do you have an air hose to clean your machine?	<input type="checkbox"/>		<input type="checkbox"/>
Will you need a loaner while your machine is being repaired?	<input type="checkbox"/>		<input type="checkbox"/>

Approximately how many keys does the combinator cut in a day's use?

100	200	300	500	800	1000	More?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What method did you use to gauge the depth of the key cuts? _____

When was the last time this combinator was lubricated? _____

What type of lubricant was used? _____

SENDER'S NAME (PLEASE PRINT): _____

AUTHORIZED SIGNATURE: _____