

SERVICE REQUEST FORM



Date	
Serial Number	
Rep Name	

Sale Date	
Service Number	

Phone 888-389-4022
Fax 715-273-0192
Service@icare-usa.com
www.icare-usa.com

CUSTOMER

Customer #		Order #			
Company:					
Address:					
City:		State:		Zip	
Phone:		Contact Name:			
Fax:		Email:			

Please check the appropriate box

- Dropped Device
- Measurement results are too low
- Measurement results are too high
- Measurement results are inconsistent
- Probe moves sluggishly or doesn't move at all
- Device constantly warns about low battery
- Other. Please describe the problem as accurately as possible:

The following error message(s) appears frequently:

- E01 E02 E03 E04
- E05 E06 E07 E08
- E09

Would you like a cost estimate for service? Yes* No
*[*For customers who do not have the service agreement with Icare, \$30 will be charged if service is refused after receiving the cost estimate. There is no charge if customer has the service agreement.]*

Would you like a loaner device? Yes* No
*[*If yes, cost will be \$75 for customers who do not have the service agreement with Icare. There is no charge if customer has the service agreement.]*

NEXT STEPS:

1. If a loaner device is requested, please fax or email this form to: 715-273-0192 OR service@icare-usa.com and you will be contacted with further instructions.
2. If a loaner device is not requested, please carefully package your tonometer with this form enclosed, and ship to:

Icare USA Service Center
N6666 750th Street
Beldenville, WI 54003