

CALL LOGGING INFORMATION

To ensure your service request is processed quickly and efficiently, please provide the following details when logging a call.



012345678

URN NUMBER

Unique Reference
Number (sticker
found on device)

MAKE & MODEL

Full model name
and model number



LOCATION

Full site address
and specific area



ACCESS TIMES

Days and times
engineers can
attend site



DESCRIPTION OF FAULT

Brief summary of the
issue or fault reported
(Please confirm whether a
PO number is required
prior to attendance)



24HR SERVICE SUPPORT
01438 363 000



EMAIL
SERVICE.SUPPORT@SERVICE-LINE.CO.UK