

REQUEST FOR SERVICE – R/C ENGINE

HOBBY SERVICES

Name: _____

(Ship to) _____

Address: _____

City: _____ State: _____ Zip: _____

Work Phone: (____) _____ - _____ Home: (____) _____ - _____

Fax: (____) _____ - _____

Email Addr: _____@_____

(Example: JohnDoe@aol.com, suemiller@home.net)

Please re-enter your email address again below for confirmation:

Email Addr: _____@_____

If you believe any of the items to be serviced MAY be under warranty, be sure to include your receipt to allow for warranty consideration. Your item's service CAN NOT be considered warranty work without the sales receipt.

Payment method for non-warranty work: MasterCard Visa Check# _____ COD*

*Note that COD will incur an additional \$7.99 for COD delivery and delay your delivery by approximately 3-5 business days. Additionally, refused COD items will be absorbed for payment of service rendered and will not be returned to you.

Card#: _____ Exp: ____/____/____

Please list each item you are sending in individually, even if purchased as a set. For example, if you are sending in a Hobbico Superstar Select RTF, please use the aircraft worksheet and follow the instructions. Please use this worksheet only if sending an engine alone.

(Please circle Engine type)

Item #1: Air Heli Boat Car (w/recoil) Car (no recoil)
 Other: _____

QTY: _____ Brand: OS Super Tiger US Eng Tower MacMinarelli

Stock # and name: _____

(Ex: OSMG0040 13380 OS 40 LA Blue w/ Muffler)

Do you believe this item's service to be: warranty non-warranty (circle one)

If non-warranty, do you desire an estimate prior to repair?

Yes OK to repair up to \$ _____ No estimate required

Has this item been sent previously for service? No Yes on ____/____/____

If yes, please advise if it is the same problem, and detail any changes since previous service. Be sure to include all Futaba equipment in the installation if we were unable to replicate your problem the first time. (Example: transmitter has poor range. Transmitter tested fine. Please include the receiver, servos, battery pack and switch when sending for the second service.)

Please indicate what the item is being serviced for (circle one):

Won't Start Won't Idle Won't Stay Running Missing _____
Crashed Dies when Glow Ignitor Removed Broken _____
Checkup Erratic Rattles/Freeplay Defective _____
Improper Operation or other (ie. Throws props.) Please explain in detail:

Please describe any testing or other steps taken to diagnose the equipment:

(Please circle engine type)
Item #2: Air Heli Boat Car (w/recoil) Car (no recoil)
Other: _____
QTY: _____ Brand: OS Super Tiger US Eng Tower MacMinarelli
Stock # and name: _____

(Ex: OSMG0040 13380 OS 40 LA Blue w/ Muffler)

Do you believe this item's service to be: warranty non-warranty (circle one)

If non-warranty, do you desire an estimate prior to repair?

Yes OK to repair up to \$_____ No estimate required

Has this item been sent previously for service? No Yes on ____/____/____

If yes, please advise if it is the same problem, and detail any changes since previous service. Be sure to include all Futaba equipment in the installation if we were unable to replicate your problem the first time. (Example: transmitter has poor range. Transmitter tested fine. Please include the receiver, servos, battery pack and switch when sending for the second service.)

Please indicate what the item is being serviced for (circle one):

Won't Start Won't Idle Won't Stay Running Missing _____
Crashed Dies when Glow Ignitor Removed Broken _____
Checkup Erratic Rattles/Freeplay Defective _____
Improper Operation or other (ie. Throws props.) Please explain in detail:

Please describe any testing or other steps taken to diagnose the equipment:

(Please circle engine type.)
Item #3: Air Heli Boat Car (w/recoil) Car (no recoil)
 Other: _____
 QTY: _____ Brand: OS Super Tiger US Eng Tower MacMinarelli
 Stock # and name: _____

(Ex: OSMG0040 13380 OS 40 LA Blue w/ Muffler)

Do you believe this item's service to be: warranty non-warranty (circle one)

If non-warranty, do you desire an estimate prior to repair?

Yes OK to repair up to \$_____ No estimate required

Has this item been sent previously for service? No Yes on ___/___/___

If yes, please advise if it is the same problem, and detail any changes since previous service. Be sure to include all Futaba equipment in the installation if we were unable to replicate your problem the first time. (Example: transmitter has poor range. Transmitter tested fine. Please include the receiver, servos, battery pack and switch when sending for the second service.)

Please indicate what the item is being serviced for (circle one):

Won't Start Won't Idle Won't Stay Running Missing _____

Crashed Dies when Glow Ignitor Removed Broken _____

Checkup Erratic Rattles/Freeplay Defective _____

Improper Operation or other (ie. Throws props.) Please explain in detail:

Please describe any testing or other steps taken to diagnose the equipment:

SEND YOUR ITEMS AND THE WORK SHEETS, **INSURED AND TRACKABLE** (for example by UPS Ground or Federal Express), TO:

Hobby Services
1610 Interstate Drive
Champaign IL 61822

Please note that you will receive a post card acknowledging our receipt mailed to you the evening your item arrives.

Wish to check on the status of your item's service? Or forgot some key information you now want to include? Feel free to call, fax, write or email us:

repairstatus@hobbyservices.com	217-398-0007	for status of work order repairs only
enginesupport@hobbico.com	217-398-8970 ext 2	for technical support
hobbyservices@hobbyservices.com	217-398-0007	to purchase individual parts*

*we recommend contacting your favorite hobby shop or mail order firm to purchase parts at the best possible pricing and service. We support our dealers and sell parts and other items only at full retail.

FAX for all: 217-398-7721

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