For Office Use Only	
Date Received	
Date Shipped _	
PM Nr	_ PC Nr





## Scientific Coaching & SRM-UK Dr Auriel Forrester

Orchard Farm House
Cherry Tree Road
Tibenham, Norfolk NR16 1PQ (UK)
VAT no @ GB 865 3935 95
Phone: ++44 1953 711176

Email: info@scientific-coaching.com

## SRM- UK SERVICE Form

## FOR WARRANTY RETURNS: please contact SRM UK

Please describe problems you are experiencing with your SRM Training System and list any new components you would like to order and/or. Alternatively use the secure online booking and payment at <a href="https://www.scientific-coaching.com">www.scientific-coaching.com</a> (SRM SERVICE AND SUPPORT)

Ship to our Service Center in the UK –address as above. Please note we also service SRM's from around the world and aim for a fast and efficient turn-round. We will troubleshoot and e-mail you for authorization to charge for components ordered, repairs, replacement parts and shipping. Please ensure the components are cleaned before shipping otherwise we will charge an additional fee of £20 + VAT for cleaning prior to work commencing.

+ VAT for cleaning prior to work commencing.
Visa Debit or Credit  MasterCard
Card Number
Expiration Date/ Name on Card
Valid from date or Issue No CVN (last three digits on rear)
December of the control of the contr
Description of the problem and any new components ordered:
System Purchased From: Purchase Date:
Card Holders Address: (if dispatch is required to a different address please provide details
on an extra sheet)
Name
Address
7 taa 1000
Doct Code
Post Code
Contact Telephone No
Email

Shipping charges (UPS or Royal Mail#) UK: £15.00 per Shipment. Additional charges apply for Eire and overeas # Powercontrols will be sent via Royal Mail Special Delivery – carriage is charged at flat rate of £15.00 BUT the price of the Powercontrol Service has been REDUCED to reflect this.

## SRM-UK: service charges 2016

Powermeter battery change (wired or wireless), clean internally, reseal and check	£70.00
Powercontrol V/VI / 7 rechargeble battery change, clean and reseal, recharge, reset and check over	£50.00#
Powercontrol IV (see below*) battery change, clean, reseal and check - see note below re PCIV service support	£75.00
Powermeter recalibration	£35.00
Fitting of replacement crank arms, rings etc	£20.00
Powermeter decal change (price includes decal)	£45.00
Replacement of rear plate on PCV including pins	£95.00
Replacement of front cover on powercontrol including keyboard	£65.00
Additional service work	£54.00 /hr + Parts
Fitting and Set-up of SRM system to bicycle	from £54.00
Software tutorial and technical support including data analysis, training zones etc	£75.00 / hr
Powerbased training and personal coaching programmes	from £95.00 per month

EXPRESS TURNROUND (24hrs) available: £80.00 + VAT surcharge – please TICK if required ....

All prices include VAT at 20.00% but exclude carriage. Please see the website for other services.

PLEASE ensure SRM power crank equipment is sent for repair in a clean state otherwise a cleaning charge of £20.00 + VAT will be made as the systems need to be clean prior to any electronics work taking place.

Please send cranks with pedal OFF but rings ON. If you require calibration please include the Left Hand crank as well.

Please send the appropriate parts to SCIENTIFIC COACHING AND SRM-UK; Orchard Farm House, Cherry Tree Road, Tibenham. Norfolk NR16 1PQ UNITED KINGDOM. Goods are returned via UPS or Royal Mail Special Delivery and will require a signature.

Turn round time is normally 3-5 working days, please enquire if you require an express service – additional charges may apply . Occasionally equipment will need to be returned to SRM-Germany for complex repair situations - the cost of this will be added to your invoice but we will inform you prior to any action being taken.

\*Please note that the old PCIV's are obsolete and with the exception of those from High Performance Ergometers may prove impossible to service. It may be possible to change the battery within a PCIV but please note that if this doesn't correct the problem you will still be charged for the battery change. Please

