

SERVICE REQUEST FORM



CONTACT DETAILS

Contact name:

Company:

Telephone number:

Email address:

Return address:

Postcode:

Invoice address (if different):

Postcode:

VEHICLE DETAILS

Vehicle:

Quantity returned (please specify front/rear):

Date purchased:

Day

Month

Year

Original supplier:

BUSINESS DETAILS

EU VAT Number:

SERVICE REQUIRED

Choose ONE only:

Interim Service

The shock absorber is partially disassembled and the shaft and piston removed to allow visual inspection of the internal condition of the damper. The shock absorber is reassembled using fresh oil and re-pressurized.

Full Service incl. Dyno Test


The shock absorber is disassembled and all of the components are cleaned and inspected. Used shims and seals are replaced and the shock absorber is reassembled using fresh oil and dyno tested.

Dyno Test ONLY

The damper is tested on a shock absorber dynamometer. Each test is conducted 7 times in an automated process at incrementally higher speeds. The sequence is repeated at maximum and minimum adjuster positions or as advised by the customer up to a total of 6 times. The external condition of the shock absorber is appraised and a report provided to the customer.

Repair

ADDITIONAL ITEMS

 Please choose from the following additional service items ONLY if you selected Interim Service from the list above.

All of the following items are included in the Full Service as standard.
If none of the following are required, please leave these fields blank.

Replace shaft bearing seals (pressure seal, wiper seal, etc.)

Replace shaft adjuster seals, internal

Replace piston ring and seal

Replace shims/Re-valve (please specify changes required overleaf)

Dyno Test

COMMENTS

Please make any additional requests or comments in the space provided below.

Before returning your shock absorbers to QUANTUM we advise that you contact us by phone or by email to discuss your specific requirements.

Please print and complete this form and return it along with your shocks to:

QUANTUM Racing Services, Station Approach Industrial Estate, Pulborough, West Sussex, RH20 1AQ, United Kingdom

Please ensure that your shock absorbers are clean before returning them to QUANTUM and that coil springs and top mounts have been removed. An additional charge of £30 will be payable if it is necessary to clean or dismantle your shock absorbers before work can be undertaken.

We recommend that you remove and keep coil springs, spring platforms and retainers and loose top-hats or spacers as these are not serviceable items.

QUANTUM will contact you once the requested work has been completed to arrange payment and before any additional work is undertaken, if this is deemed necessary.

The replacement of components affected by wear and tear or misuse, besides those listed above, is not included in the cost of servicing.

It is our aim to turn all service work around within 5 working days but no guarantee of time-scale is implied or given. If any work is considered time sensitive, it is essential that you contact QUANTUM before your shock absorbers are dispatched. No responsibility of loss will be accepted for failing to meet deadlines set by either the company or the customer.

No responsibility will be accepted for loss or damage sustained during shipping or failure to receive consignments once they are in transport.

All shock absorbers received from outside of the UK will be returned to the sender's address upon completion and payment, without negotiation.

Payment is accepted in Pounds Sterling only.