

CUSTOMER SERVICE REPORT



Commercial Dishwashing
& Laundry Service

Customer	The Smith
Address	956 2nd Ave
City	NYC
Machine Model	D.W 112 / ASQ / AB10
Other Equipment	114s

Date	6/21/23	Time	3:30 PM
<input type="checkbox"/> Preventative Maintenance <input type="checkbox"/> Installation Setup		<input type="checkbox"/> Other	
<input checked="" type="checkbox"/> Emergency Service			

SERVICE PERFORMED	COMMENTS/RECOMMENDATIONS
Dish, Glass & Platware Results	
Operating Procedures	- Timer / Micro switch
Round Screen-Fit, Stopper/Chain	- Replaced Master
Inside Hood/Pan Condition	Micro Switch.
Comp Fittings/Tray Rail-Nuts	
Vacuum Breaker	
Lower Arm, Spray Tee, A5 Baffle	- Ran Dishwasher
Fill & Start Button	multiple times.
Chemical Pumps & Tubing	
Detergent Dispensed	cc
Check Valve Test	
Motor Vents/Fittings	- The machine runs
Drain Line/Hose Clear	Properly
Mid Cycle/Upper Arm	
Rinse Aid Dispensed	cc
Lower Fill Line Check	- Cleaned and polished
Sanitizer Test	ppm
Water Temperature	°F
Door Operation/Hardware	- checked per levels
Water Level	
Machine Leveled	
Scraptrap Screens	
Exterior Condition/Labels	
Product Levels, Straws & Screens	
Dispensers & Other Equipment	

ADDITIONAL PRODUCT NEEDS	CUSTOMER COMMENTS
<input type="checkbox"/> Pre-soak <input type="checkbox"/> Pot & Pan <input type="checkbox"/> D-Grease <input type="checkbox"/> Oven Clean <input type="checkbox"/> Han-Gel <input type="checkbox"/> D-Scale <input type="checkbox"/> SS Polish <input type="checkbox"/> Bar Detergent <input type="checkbox"/> Floor Cleaner <input type="checkbox"/> Glass Kleen <input type="checkbox"/> Bio-Flow <input type="checkbox"/> All-Purpose <input type="checkbox"/> Air Freshener <input type="checkbox"/> Disinfectant <input type="checkbox"/> Sol QA <input type="checkbox"/> Laundry Soap	Your Comments & Suggestions are very important to us.

Prepared by:	
Telephone:	

THANK YOU FOR USING AUTO-CHLOR!
Customer Signature:

CUSTOMER SERVICE REPORT



Commercial Dishwashing
& Laundry Service

Customer	<i>Joe Smith</i>
Address	<i>2nd Avenue</i>
City	
Machine Model	
Other Equipment	

Date	<i>4/1/23</i>	Time	<i>1 PM</i>
<input type="checkbox"/> Preventative Maintenance	<input type="checkbox"/> Installation Setup		
<input checked="" type="checkbox"/> Emergency Service	<input type="checkbox"/> Other		

SERVICE PERFORMED	COMMENTS/RECOMMENDATIONS
Dish, Glass & Flatware Results	
Operating Procedures	
Round Screen-Fit, Stopper/Chain	
Inside Hood/Pan Condition	
Comp Fittings/Tray Rail-Nuts	
Vacuum Breaker	
Lower Arm, Spray Tee, A5 Baffle	
Fill & Start Button	
Chemical Pumps & Tubing	
Detergent Dispensed	
Check Valve Test	
Motor Vents/Fittings	
Drain Line/Hose Clear	
Mid Cycle/Upper Arm	
Rinse Aid Dispensed	
Lower Fill Line Check	
Sanitizer Test	
Water Temperature	
Door Operation/Hardware	
Water Level	
Machine Leveled	
Scraptrap Screens	
Exterior Condition/Labels	
Product Levels, Straws & Screens	
Dispensers & Other Equipment	

Problem = OUT OF PRODUCE

Solution = Delivered chemical

Ran D/W = Everything working

ADDITIONAL PRODUCT NEEDS	CUSTOMER COMMENTS
<input type="checkbox"/> Pre-soak <input type="checkbox"/> Pot & Pan <input type="checkbox"/> D-Grease <input type="checkbox"/> Oven Clean <input type="checkbox"/> Han-Gel <input type="checkbox"/> D-Scale <input type="checkbox"/> SS Polish <input type="checkbox"/> Bar Detergent	<input type="checkbox"/> Floor Cleaner <input type="checkbox"/> Glass Kleen <input type="checkbox"/> Bio-Flow <input type="checkbox"/> All-Purpose <input type="checkbox"/> Air Freshener <input type="checkbox"/> Disinfectant <input type="checkbox"/> Sol QA <input type="checkbox"/> Laundry Soap
Your Comments & Suggestions are very important to us.	

Prepared by:	<i>Kevin Smith</i>
Telephone:	

THANK YOU FOR USING AUTO-CHLOR!
Customer Signature:

CUSTOMER SERVICE REPORT



Commercial Dishwashing
& Laundry Service

Customer	<i>Smith</i>
Address	<i>2nd Ave</i>
City	
Machine Model	
Other Equipment	

Date	<i>4/12</i>	Time	<i>9:10</i>
<input type="checkbox"/> Preventative Maintenance	<input type="checkbox"/> Installation Setup		
<input checked="" type="checkbox"/> Emergency Service	<input type="checkbox"/> Other		

SERVICE PERFORMED	COMMENTS/RECOMMENDATIONS
Dish, Glass & Flatware Results	
Operating Procedures	
Round Screen-Fit, Stopper/Chain	
Inside Hood/Pan Condition	
Comp Fittings/Tray Rail-Nuts	
Vacuum Breaker	
Lower Arm, Spray Tee, A5 Baffle	
Fill & Start Button	
Chemical Pumps & Tubing	
Detergent Dispensed	
Check Valve Test	
Motor Vents/Fittings	
Drain Line/Hose Clear	
Mid Cycle/Upper Arm	
Rinse Aid Dispensed	
Lower Fill Line Check	
Sanitizer Test	
Water Temperature	
Door Operation/Hardware	
Water Level	
Machine Leveled	
Scraptrap Screens	
Exterior Condition/Labels	
Product Levels, Straws & Screens	
Dispensers & Other Equipment	

*Issue: Machine not
reaching Temp*

*Solution - Reset High
Limit Switch*

*ran machine multiple
times = working*

ADDITIONAL PRODUCT NEEDS	CUSTOMER COMMENTS
<input type="checkbox"/> Pre-soak <input type="checkbox"/> Pot & Pan <input type="checkbox"/> D-Grease <input type="checkbox"/> Oven Clean <input type="checkbox"/> Han-Gel <input type="checkbox"/> D-Scale <input type="checkbox"/> SS Polish <input type="checkbox"/> Bar Detergent	<input type="checkbox"/> Floor Cleaner <input type="checkbox"/> Glass Kleen <input type="checkbox"/> Bio-Flow <input type="checkbox"/> All-Purpose <input type="checkbox"/> Air Freshener <input type="checkbox"/> Disinfectant <input type="checkbox"/> Sol QA <input type="checkbox"/> Laundry Soap
Your Comments & Suggestions are very important to us.	

Prepared by:	<i>Jimmy Smith</i>
Telephone:	<i>206-438-2742</i>

THANK YOU FOR USING AUTO-CHLOR!
Customer Signature: _____

CUSTOMER SERVICE REPORT



Commercial Dishwashing
& Laundry Service

Customer	Smith
Address	2nd Ave
City	
Machine Model	
Other Equipment	

Date	6/22
Time	10:30

☐ Preventative Maintenance ☐ Installation Setup
☒ Emergency Service ☐ Other _____

SERVICE PERFORMED	COMMENTS/RECOMMENDATIONS
Dish, Glass & Flatware Results	
Operating Procedures	
Round Screen-Fit, Stopper/Chain	
Inside Hood/Pan Condition	
Comp Fittings/Tray Rail-Nuts	
Vacuum Breaker	
Lower Arm, Spray Tee, A5 Baffle	
Fill & Start Button	
Chemical Pumps & Tubing	
Detergent Dispensed	
Check Valve Test	
Motor Vents/Fittings	
Drain Line/Hose Clear	
Mid Cycle/Upper Arm	
Rinse Aid Dispensed	
Lower Fill Line Check	
Sanitizer Test	
Water Temperature	
Door Operation/Hardware	
Water Level	
Machine Leveled	
Scraptrap Screens	
Exterior Condition/Labels	
Product Levels, Straws & Screens	
Dispensers & Other Equipment	

Problem: Machine not working

Solution: Replaced motor relay

ADDITIONAL PRODUCT NEEDS	CUSTOMER COMMENTS
<input type="checkbox"/> Pre-soak <input type="checkbox"/> Floor Cleaner <input type="checkbox"/> Pot & Pan <input type="checkbox"/> Glass Kleen <input type="checkbox"/> D-Grease <input type="checkbox"/> Bio-Flow <input type="checkbox"/> Oven Clean <input type="checkbox"/> All-Purpose <input type="checkbox"/> Han-Gel <input type="checkbox"/> Air Freshener <input type="checkbox"/> D-Scale <input type="checkbox"/> Disinfectant <input type="checkbox"/> SS Polish <input type="checkbox"/> Sol QA <input type="checkbox"/> Bar Detergent <input type="checkbox"/> Laundry Soap	Your Comments & Suggestions are very important to us. _____ _____ _____ _____ _____

Prepared by:	<i>[Signature]</i>
Telephone:	201-438-2772

THANK YOU FOR USING AUTO-CHLOR!

Customer Signature:

[Signature]