

Field Service Request

Use this form to request field commissioning, troubleshooting, training, or warranty service for an installed Clear-Vu Lighting project. Submit at least 7 business days before the requested date for non-emergency service.

SERVICE TYPE REQUESTED

Commissioning / Startup Troubleshooting Training
Warranty Repair Inspection Other
Priority: Standard (5-7 business days) Expedited (3 business days) Emergency (24-hour)

PROJECT & SITE INFORMATION

PROJECT NAME

PROJECT ADDRESS (STREET)

CITY

STATE

ZIP

REQUESTING COMPANY

ORIGINAL PO NUMBER

INSTALLATION DATE (APPROX)

ESTIMATED FIXTURE COUNT

SITE CONTACT

SITE CONTACT NAME

SITE CONTACT TITLE

SITE CONTACT PHONE

SITE CONTACT EMAIL

BEST TIME TO REACH SITE CONTACT

SITE ACCESS REQUIREMENTS

Background check required Escort required Lift / scaffold needed Lockout/tagout required
Confined space Hazmat / live electrical Weekend / off-hours only Other (specify)

FIXTURE & FAILURE INFORMATION

FIXTURE MODEL / PART NUMBER

QUANTITY AFFECTED

DATE CODE (ON LABEL)

LOT / BATCH NUMBER

ORIGINAL SHIP DATE

Failure Mode

Won't turn on

Flickering

Color shift

Driver failure

Premature dimming

Physical damage

Water ingress

Other

DESCRIPTION OF ISSUE

Describe the issue in detail. Include when it started, what conditions trigger it, what troubleshooting has been attempted, and any patterns observed.

REQUESTED SERVICE DATE & WINDOW

PREFERRED DATE

ALTERNATE DATE

TIME WINDOW

SPECIAL INSTRUCTIONS / EQUIPMENT NEEDED

SUBMITTER & AUTHORIZATION

SUBMITTER NAME

SUBMITTER TITLE

SUBMITTER PHONE

SUBMITTER EMAIL

AUTHORIZATION SIGNATURE & DATE

Return Completed Form To:

Email: service@clearvulighting.com · Phone: 516-941-3737 · Response within 1 business day