



20 Baldwin Drive, Branford, CT 06405  
Ph: 203.481.2810 or 800.722.1228  
Fax: 203.481.2456  
Respondsystems.com



**Respond Systems Service Center – Service Request Form**

Respond Systems, Inc. repairs the 2400XL, the 2400VS the Luminex Vet and Luminex Ultra laser systems. We also make repairs to the Bio-Pulse and SENTRY PEMF blanket systems, the IRON FOOT and Maxi Pulse Systems, including blanket systems, leg boots, hock boots, neck wraps, dog beds and jackets. If you need to send your system to us for service, fill out the following form and ship the complete system, including the charger to us along with the form.

We are unable to service other laser or LED systems, since we do not have engineering drawings and replacement parts for those systems.

Ship via UPS, FED EX or US Postal Service. It is a good idea to get a tracking number in case the unit gets misplaced by the shipping company; rare, but it does happen.

Owners Name: \_\_\_\_\_

Address for return shipping (no Post office boxes please):

\_\_\_\_\_  
\_\_\_\_\_

Telephone number where you can be reached during business hours: \_\_\_\_\_

Email Address: \_\_\_\_\_

Description of problem: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ship to us at: Respond Systems, Inc. 20 Baldwin Drive Branford, CT 06405

Your service request will be analyzed within one week of receipt at our factory. We will call you with an estimate of work and charges in order to get your approval prior to completing the work. You will asked to pay for the service by credit card or by COD with bank check or money order. You will also be asked about your preferred method of shipment, by ground or air.