

# How to Log a Job

1. Navigate to [skope.com/book-a-service](https://skope.com/book-a-service) and select your country

## Servicing

Australia New Zealand

2. Sign in if you have logged a job before, or input your address.



Already have an account? [Sign-in here](#) to find your equipment.

3. Find your equipment: When logging a warranty job, search by cabinet serial number. If it doesn't appear, double-check that you've entered the correct serial.

More details on finding the right serial number [here](#).

If you are claiming a repair under SKOPE warranty, then you must enter your cabinets serial number.

Find Equipment By Serial

Add Equipment (Serial number not known)

What equipment needs repair?

The serial number can be found on the compliance plate located either inside or on the back of the unit.

(e.g. A098765432)

Search

4. If you found your equipment by serial, the fields will fill in automatically. If you added it manually, you'll need to complete all fields. The purchase date is required, if unsure, please enter an approximate date. Proof of purchase isn't required to continue.

### Proof of Purchase ⓘ

For warranty-related issues, please ensure you enter your Purchase Date and upload your Proof of Purchase.

Date Purchased

dd/mm/yyyy

Upload Receipt

Please upload up to 3 documents.

5. Select your problem category from the list and add as much detail as possible to the description box.

### What's the problem?

Broken/Damaged Part

Error Message / Alarm

Excessive Cooling/Freezing

For efficient service, please describe the issue with your unit, along with its location, primary use, and the duration of the problem. This information ensures our technicians are adequately prepared for your job.

Problem description...

6. Enter your preferred date and time for a technician visit (at least 48 hours ahead).

Note: Once submitted, you can call our team with your job number to request an earlier time if needed.

Please select a date and time for your preferred initial attendance. Prices may vary for after-hours weekend and holidays

October 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4

7. Input the person on site's details, check all details are correct and select "Lodge a warranty claim". You will receive a confirmation email and will hear from someone within 2 business hours.

### Enter Your Profile/Contact Information

Name \*

First Name...

Last Name...

Mobile \*

+61 Mobile number

Email \*

Your email...

Set up an account?

Track your request and save your info future requests.