

## **HOW TO GET PROMPT SERVICE**

### *Service Request Procedures*

#### **BEFORE YOU CALL FOR SERVICE ON YOUR CONTROL SYSTEM:**

- Determine to the best of your ability that the problem is related to the control system and not a mechanical equipment or electrical problem. This could avoid charges for unnecessary calls.
- Document the problem. Make notes in the Console Binder as to the exact symptoms and times they occurred.
- Print out or save to disk histories (trend logs) on all pertinent information.

#### **FOR SERVICE CALL: (630)-954-1300 24 HOURS PER DAY**

- During normal business hours, which are 8:00 a.m. to 5:00 p.m. Monday through Friday, you will get the automated message. Press 1 for Service and tell your operator that your call is a Service Call. After hours, when you get the answering service, tell the operator that your call is a Service Call.
- Inform the operator if you need emergency service (same day response) or if it is non-critical (next business day response).
- Describe the nature of the problem in simple terms (remember you are talking to a non-technical person at this point.)
- In order to receive a return call, please give your name, phone number and/or any cell phone or pager number where you may be reached.

#### **PLEASE DON'T:**

- Page or leave a voicemail.
- In order to receive a return call, please give your name, phone number and/or any critical so that we may log the call in and guarantee prompt response. You may request a specific individual **after** we have logged the call.

#### **OUR PROMISE:**

- We will respond to all emergency calls with a return phone call within two (2) hours (during normal business hours) and four (4) hours (after business hours). Please see terms and conditions. Calls are classified as emergency if the person calling responds "yes" to the question "is this an emergency?"
- We will respond to all non-critical service calls by the next day.
- If we do not get back to you in the promised time frame or you are not satisfied with our service for any reason, please call and ask to speak to Craig Nowicki, Service Manager, Dan Nemeth, Operations Manager or Dave Dickerson, President. Ask the operator to page us if we are not available.
- Our goal is to deliver prompt service. You can help us serve you better by following these procedures.