

Prepare for a Service Call

Before The Call:

- Gather all of the basic information on the equipment you are calling in.
 - Manufacturer and model can help the service agent load parts to fix the equipment on the first visit
- Having information about how the equipment is used can help speed repair times and reduce costs
 - Knowing the daily use can also help determine convenient service time

Once The Call Is Placed:

- Do not immediately turn off or unplug the equipment
 - A lot of controls are digital and computerized and will reset the problem
 - This will erase the error code which is needed

During the Call:

- Make the best use of the technician's time by having them look at other problems and give recommendations
 - This can be done on even seemingly unimportant issues

Scheduled Maintenance:

- Some pieces of equipment are recommended to be warmed before arriving
 - Check with the service provider for your piece of equipment
- Make a list of potential problems for the technician to take a look at during their visit

