

# FOR EQUIPMENT SERVICE CALL

TELESERVE™  
800-833-7050

Business Hours: 8:00 a.m. - 6:00 p.m., Monday - Friday  
After Hours: 6:00 p.m. – 8:00 a.m.

## The Dispatcher Will:



### REQUIRE

- ▶ Zip Code for Equipment Information
- ▶ Tag Number of Equipment



### CONFIRM

- ▶ Account Name
- ▶ Address
- ▶ Equipment Needing Service



### REQUEST

- ▶ Contact Name
- ▶ Contact Phone Number
- ▶ Description of the Problem
- ▶ Service Vendor Information (if needed)

### AFTER HOURS:

Press 1 for an Urgent Call

Leave a detailed message which includes **your name**, **phone number**  
**with area code** and **place of business**

A dispatcher will contact you within 15 minutes to take all the information for your service call and place the call with the appropriate vendor.

**NOTE:** If the problem is especially urgent, please indicate this to the TELESERVE™ dispatcher.

TELESERVE™ PROCEDURES

