



## **Aberdeen Hardware Service Contract Call Procedures**

Thank you for contracting with ServRight for on-site hardware support of your Aberdeen equipment. We appreciate your business and look forward to providing our services.

Service requests can be placed with ServRight at 1-800-642-6015. Regular dispatch hours are 8:30am to 8:30pm (EST) Monday through Friday, excluding holidays. After hours and holiday calls are initially handled by our answering service.

If your contract includes after-hours coverage, our answering service will immediately contact our on-call dispatcher. Be sure to inform them that your equipment is covered by an after-hours service agreement when placing a call for after-hours support.

Non-contract service requests are handled during normal business hours only.

Our dispatcher will return your call within one hour, open a Service Order and either contact a ServRight Senior Engineer or dispatch the call to a technician as required. The Senior Engineer or technician will respond to the work requested instructions as described in the Service Level Agreement and follow the Statement of Work to resolve the Service Order.

### **Information required when placing a service request:**

- Company Name
- Company Address
- Contact Name and Phone Number
- Equipment Model and Serial Number
- Problem Description

As the owner of Aberdeen equipment, Aberdeen technical support is at your disposal, at no charge, for as long as you own the equipment. You can reach Aberdeen technical support during their regular business hours of 7:00am to 5:00pm (Pacific Time) Monday through Friday, excluding holidays, at 1-800-552-6868. Select Option 1, or extension 326.