



## Technical Services Team (TST) Break-Fix Repair Service

<b>Service Provider</b>	<p><b>TST</b> has over 30 years of multivendor repair experience on laser, multifunctional, color, thermal and line matrix printers, and our service technicians are factory trained and certified.</p>
<b>To place a call for a service request</b>	<p>Call <b>1-888-849-0341</b> <b>Call Center is Available 24 X7 X365</b></p> <ul style="list-style-type: none"> <li>• Press 1 to place a service request – for Onsite Service</li> <li>• Press 2 to check the status of an existing service request</li> <li>• Press 3 for Service Contracts Information</li> <li>• Press 8 to go to the main menu</li> </ul> <p>Be prepared to provide the following:</p> <ul style="list-style-type: none"> <li>• Model Number</li> <li>• Serial Number</li> <li>• Problem Description</li> <li>• Site Contact Name</li> <li>• Site Telephone Number</li> </ul>
<b>Email Request for service</b>	<p>You can email your request with the required information to <a href="mailto:service@tstservice.com">service@tstservice.com</a>. All emergency and 24X7 requests <b>MUST BE CALLED</b> In – for a more timely response.</p>
<b>Onsite Service Response Time</b>	<p><b>Next Business Day:</b> (9 hr) Next business day response means a TST service technician will be onsite by the next business day after the service call is placed during standard business hours <b>Monday-Friday 8 am to 5 pm local time.</b> (except TST company holidays)</p>
<b>Service Type and Coverage</b>	<p><b>Onsite coverage:</b> A service technician comes to the customer site to perform the repair. Most parts are included EXCEPT consumables items such as print heads, toner, maintenance kits, fusers, drums, ribbons, and media.</p>
<b>How the Onsite Service Call Works</b>	<ul style="list-style-type: none"> <li>• Customer can call <b>888-849-0341</b> and place a request for service, by providing equipment serial number. The service entitlement and location is verified with the caller.</li> <li>• The TST Call Center then creates a work-order and number. The work order number is given to customer for reference.</li> <li>• TST will dispatch a Customer Service Engineer (CSE) to the customer site to perform the repair and maintenance services.</li> <li>• The TST CSE will contact customer site contact to confirm the problem and provide the customer with their estimated arrival time.</li> <li>• Once on site, the TST CSE will diagnose the problem and attempt to fix it at that time. If they need to order parts or get additional information, they will let the customer know the status. If they need to return another day to complete the repair, they will provide customer with an estimated arrival time and problem resolution.</li> <li>• The CSE will communicate the status of the repair and maintenance service to customer and provide updates as needed.</li> <li>• Every effort is made to resolve the equipment problem on the first attempt.</li> <li>• Customer can contact the 24 X 7 call center at 888-849-0341 to check the status of a call and escalate a call.</li> </ul>