

FREQUENTLY asked questions

Q: How will the new agreement with SU Group LLC (SU) affect current maintenance agreements that have already been purchased?

A: The SU Agreement does not affect any equipment that is not scheduled on the SU policy. The equipment to be covered must be approved by the client.

Q: If the vendor does not offer a refund, will the agreement continue through its period of performance?

A: Yes. We call it a non-renewal. When the contract expires, SU could add the equipment (prorated) to the existing policy.

Q: Does SU send trained technicians from the companies that produced the equipment, or do they send a contractor?

A: SU will use the Client's vendor of choice, which is normally the vendor in which the current contract was under. If the current contract was under the OEM, then that is the vendor used for service – both Corrective and Preventative Maintenance.

Q: What happens if the manufacturer does not want to service the unit because of the contract cancellation?

A: This is very uncommon considering the revenue lost for servicing equipment only under contract, not to mention lost sales due to such a restrictive policy. Not too many businesses will allow a vendor to dictate how they will manage their equipment.

Q: What process will be used to determine if a vendor is certified to work on the equipment?

A: SU will use the same vendor currently being used under the current maintenance contract; therefore, the assumption on current vendors is that they are certified. If the vendor is an OEM, then we know they are certified. If at any time SU is requested by the Client to select a vendor, then we verify in writing that the vendor is certified to perform corrective and preventative maintenance on the specified equipment.

Q: If a suitable contractor cannot be located, can we cancel with SU and return to the original vendor?

A: Equipment can be removed from the SU policy at any time.

Q: At the end of the agreement with SU, do we get a quote from the manufacturer or go directly to SU?

A: At the end of the annual agreement, there is the option to renew for one year or multiple year terms. It is SU's goal to keep you as a satisfied customer for years to come. And NO, you would not have to get a quote from the manufacturer.



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Q: Does SU send technicians out for routine visits (PM's)?

A: SU provides coverage for PM's and will call the vendor to schedule a PM.

Q: How will the scheduling be coordinated?

A: The end-user knows when the equipment requires a PM; therefore, we ask that the end-user contact SU when a PM is needed and we will schedule the service with the vendor.

Q: Do we have to call SU to remind them of the routine visit?

A: Not if the PM is scheduled in advance.

Q: Will SU keep track of the timing for the routine visit and notify us of the visit to come?

A: When equipment is need of a PM, call SU and we will dispatch the vendor. If you wish SU to monitor PM's, we need to develop a schedule with the end-user. SU would then notify the end-user that a piece of equipment is up for a PM and at that time, the end-user would decide if the item should be called out for service.

Q: How will this be coordinated?

A: SU provides coverage for PM's and will call the vendor to schedule a PM.

Q: If there is not a limit to receive consumables from the manufacturer, will SU set limits on consumables?

A: No.

Q: How will the consumables under contract be ordered?

A: Consumables are generally used or installed when the repair or PM is being performed.

Q: Will we call SU to order the consumables and SU will call the vendor, or will we call the vendor to place orders for consumables?

A: If you are referring to toner, you would contact SU and SU would place the call and provide the PO to the vendor.

Q: Will I call SU to order supplies that are not covered in the maintenance agreement?

A: No. For supplies, please contact your purchasing department. The exception would be for consumables (i.e., toner) which were covered by the previous maintenance contract.

Q: I understand that with the TELESERVE™ Program I need to contact SU for repairs or preventative maintenance; however, can I still contact the vendor direct?

A: Absolutely. You can contact the vendor at any time to discuss your equipment or even troubleshoot. All we ask is that if a repair is required and the vendor needs to be dispatched, please contact SU so they can provide the vendor with a purchase order number and track the repair activity.