

# FOR EQUIPMENT SERVICE

Call TELESERVE™ at 800-833-7050

or

Email at [teleserve@su-group.com](mailto:teleserve@su-group.com)

## The Dispatcher Will:

### ✓ REQUIRE:

- Tag or Serial Number of Equipment

### ✓ CONFIRM:

- Account Name
- Address
- Equipment Needing Service
- Preferred Vendor

### ✓ REQUEST:

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

### ✓ AFTER HOURS (5pm–7am CST):

- Press 1 for an Urgent Call
- Leave a detailed message which includes 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 dispatcher.

**TELESERVE™ PROCEDURES**

