



## HOW TO PLACE A SERVICE ORDER

To assist you in placing a service order and to minimize turnaround time, please have the following information ready to supply the NSI dispatcher or to enter online:

- Company name
- Site location, identifier or address
- Contact name
- Contact telephone number
- System type (if applicable for hardware service)
- System serial number (if applicable for hardware service)
- Description of problem - including dates, times, frequency
- When the system last working properly
- Trouble-shooting steps already taken

To initiate a Service Order by phone call (24/7) **800-554-5352**.

To initiate a Service Order via Internet (8am-5pm, Monday-Friday) go to:

[http://www.nsiserv.com/service\\_forms/equipment\\_service.html](http://www.nsiserv.com/service_forms/equipment_service.html) (This link is also on the NSI home page)

The NSI dispatcher will:

- Ask for the information listed above
- Open a Service Order
- Provide the Service Call Number
- A technician will call back within 30-mins to trouble-shoot by phone
- If problem cannot be fixed by phone the technician will be dispatched and an estimated time of arrival given

*\* Arrangements for the site visit will vary depending on any prevailing Maintenance or Warranty agreements, or if no such agreement is current, then the visit will be handled on a Time and Material basis.*

If for any reason you should need to call NSI again relating to this same problem, you should give the Service Call Number to NSI Dispatch to help expedite the resolution process.

### **24-Hour Service Dispatch 800-554-5352**

Our answering service pages the duty manager on call  
Leave a contact name and phone number, including area code  
The duty manager will then contact you directly

Escalation contact

Area Manager  
Tammy Graziano  
800-634-8633 x135  
Email: [tammyg@nsiserv.com](mailto:tammyg@nsiserv.com)