



To Request Equipment Service:

To Request Service:

- Call Your Chosen Service Company*
- Provide Item Number or Serial Number and Location of Equipment
- Describe Reason for Service Call
- Provide PO (Purchase Order) #TRG1021 if required

*Unless otherwise noted on the Schedule of Covered Equipment

Large Loss Notification: If a service event is expected to exceed \$7,500 you must contact Remi at 877-275-7364 PRIOR to services being completed for authorization to exceed \$7,500. We will manage the service to ensure service is performed in a cost effective manner. Any alternative solution we propose will use parts and services that comply with the OEM's specifications. *Remi's liability is limited to the cost of our proposed solution.*

Once The Service Technician Arrives:

You will:

1. Call the Remi Engineering Hotline at 877-275-7364 for assistance in managing the service call prior to service being completed if:
 - Equipment replacement is recommended
 - The service call is expected to exceed the large loss notification limit of \$7,500 or the amount identified in your contract
2. Ensure the technician leaves a completed service report on site. The service report should then be sent to Remi upon completion of service and should include:
 - Service date/time & labor hours
 - Equipment model & serial/ID #
 - Reported problem & repair description
 - Lists of parts used including part number & cost

Submit Invoice & Service Report To Remi:

Within 120 days of the service event, email or mail invoice & service report to the below:

Email: alabama@theremigroup.com or Fax: 866-497-9397

Mail: State of Alabama Equipment Maintenance Program

C/O Remi

PO Box 4389

Montgomery, AL 36103

Making a Service Call? Here's how it works:



Equipment failure occurs



Call Service Provider directly to report failure



Service Provider performs repairs



Send field Service Report and invoice to Remi for review & payment



Remi reviews and processes documents, remitting payment directly to the Service Provider

Remi requires prior approval for equipment replacement or service calls exceeding the large loss notification limit through the Remi Engineering Hotline as evidenced by a valid Remi Loss Control Record (LCR) number. Remi is not liable for any loss, damage or occurrence if invoice and service report are not received within 120 days from the date of service.

To add more equipment or for program questions, please contact:

Nancy Carter

Program Manager

p. 334-353-8751

nancy.carter@theremigroup.com



To Request Equipment Service:

Please place this Client Reference Guide in a location that's easily seen.

 Call **866.296.4847**

 or email **dispatch@theremigroup.com**

Please be ready to provide the following information:

- Item Number or Serial Number
- Location of Equipment
- Name and Number of Contact Person on Site
- Reason for Service Call

After the Service Call has been placed:

Remi will:

1. **Provide you with a Reference #** and forward your service request and contact information to the service provider.
2. **Email a partially completed Remi Service Report** with service provider contact information to you as confirmation.
3. **Follow up with you** within 2 business days to check the status of your service call.

Your Service Provider will:

1. **Contact you directly** to schedule service.
2. Complete either the Remi or Vendor Service Report.
3. Contact Remi if a service limit increase is needed prior to exceeding the limit.
4. Send invoice to Remi for processing.

Special Instructions:

1. Contact the Service Provider directly if service is delayed.
2. Contact the Remi Service Center to escalate delayed service or if other issues arise.
3. If received, send the service invoice/service report to **claims@theremigroup.com**.

Making a Service Call? Here's how it works:



Equipment failure occurs



Call to report failure – Remi schedules on-site service



Service Provider performs repairs



Field Service Report and invoice are submitted to Remi for payment



Remi reviews and processes documents, remitting payment directly to the Service Provider

Don't Forget to Review Us! ★★★★★

We want to hear from you! Your review helps others select quality service providers. Please provide your 1-Click feedback on the email survey presented after every service call.

To add more equipment or for program questions, please contact:

Nancy Carter
Program Manager
p. 334-353-8751
nancy.carter@theremigroup.com