

# Questions to Ask a Prospective Equipment Service Provider

Now that you know some of the essentials of an equipment service provider, you can begin to ask questions that will get you the answers you need to make an informed decision.

1. How far away is the nearest engineer who will service my equipment?
2. Is your call center operated 24/7?
3. How long is your typical downtime?
4. Can you provide a guaranteed response time?
5. If a guarantee isn't met, what are my options?
6. Do you service other equipment vendors, or are you specific to my system manufacturer?
7. Where is your call center located?
8. Will I be able to reach out to my service engineer directly?
9. Will you remotely monitor my equipment?
10. What kind of warranty will I receive, with or without a service contract?
11. Where do you acquire your parts?
12. How long is a typical parts delivery?
13. How often can I expect a system update?
14. Can you remotely diagnose and/or fix problems?
15. Are your service engineers certified through the Original Equipment Manufacturer?
16. Do your service engineers receive continuing OEM-provided education and hands-on training?
17. What kind of training can my staff expect to receive?
18. How do I know if I'm getting value from my service contract?
19. Are your service contracts one-size-fits-all, or can you work with me to create a contract that makes more sense given my facility's unique needs?
20. What is your relationship with the equipment manufacturer?

This list isn't exhaustive. You should feel free to ask them any other questions, as well. In fact, this should be a test of your service provider in and of itself. The more willing they are to respond to your needs, the greater the likelihood they'll be able to meet your service needs too.

