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**Overview** Unico's Field Service Group maintains a highly trained and experienced service staff at both the corporate office in Wisconsin and at regional field offices. These field engineers provide emergency repair and assistance for Unico customers.

### **Phone and Modem Support**

The first place a customer can turn to for assistance when experiencing a problem with an installation is Unico's 24-hour emergency telephone support line. This service is manned by dedicated service personnel adept at troubleshooting problems over the phone. Support personnel work closely with customers to resolve problems quickly in a logical, step-by-step manner. Installations can also be diagnosed remotely using a modem to examine or download data. Unico's policy is to encourage customers to install telephone lines for this purpose.

### **Dispatch**

If a problem cannot be resolved over the phone or by modem, field personnel are dispatched to the site. Unico makes every attempt to get an engineer on the next available flight or to dispatch local field service personnel within four hours.

### **Support and Equipment**

Field personnel normally keep in close contact with the field service manager via cellular phones. This provides a system of checks-and-balances during the repair process. Software and hardware engineers are also accessible in case their expertise is required. Field personnel are normally equipped with the following:

- Oscilloscope
- Chart recorder
- Computer
- Parts for repair
- Tool kit

### **Closure**

Once a repair is completed, a detailed service report is prepared and reviewed with the customer. Suggestions regarding spare parts, preventive maintenance, and training may also be made. Before departing, the field engineer will address any remaining questions.

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