

After Hours Phone Support

Assistance with service and parts outside of normal business hours

Calls routed directly to a 'first responder' to understand the need

- ***Seeking technical phone support***
- ***Looking for a visit (not guaranteed)***
- ***Needs a part***

***First Responder
Tested Expertise:***

- ***Drive***
- ***PLC***
- ***Temp Control***
- ***HMI***

Technical phone support is no charge for the first 15 minutes; then 2x published rates

Requested visits are communicated to full team to check for availability. If available, a person will come. Otherwise, notice is sent to the service scheduler at the time of the call to schedule a visit. Subject to a 4-hour minimum at 2x published rates for after hours visits.

Need Parts: Parts must be in Sure Inventory. Can arrange for pick up or courier shipment. Subject to expedite fee

Call For Service Assistance With Your Specific Need

www.surecontrols.com

