




Platinum-Service Plan

Same Day Service Level



Accountable
Flexible
Personal

All your safes, cash management and commercial key & lock services in one call

- A single point of contact and accountability
- National coverage for all brands of safes and key & lock hardware
- Service delivery tailored to your needs and processes
- Contracted service options customized to your requirements
- Consistent, accurate billing

SAME DAY SERVICE YOU CAN DEPEND ON

Upon receipt of your call and problem diagnosis, if one of our technicians determines on-site service is required, service will be scheduled to arrive at your location within the same day provide you call before 2 p.m. central time. With Platinum level service we are able to deliver outstanding service 24 hours a day, every day, including holidays.

If you choose the Platinum Service Level - Emergency Service - and the repair is approved, an emergency dispatch will occur to get a service technician to your location as soon as possible, anytime day or night. Remember, if you are still under your One Year Limited Warranty, your parts and parts-related shipping will be covered.

To learn more... about how to take your service arrangements to a new level, please fill out the form on the back of this sheet or give us a call at **(800) 342-3033 ext. 3001**.

On-Site Response Time:

Same Day Service (Received by 2 p.m. CST)

Hours of Phone Support:

24/7/365

Service Performance Reporting:

Daily, Weekly or Monthly per Service Agreement

Parts, Labor and Trip Fees:

Covered within Agreement

Preventive Maintenance (PM) Services:

One Annual PM Trip per Location Covered

Maximize Your Service Investment

Please fill in the information below and we will provide you a proposal for how CENNOX can help you maximize the return you receive on your service investment.

Contact Information (please print clearly)

COMPANY NAME _____

TOTAL NUMBER OF LOCATIONS _____

NAME _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

EMAIL ADDRESS _____

FRANCHISER OR CORPORATE NAME _____

Service Level Options

TYPE OF PRODUCTS: _____ Traditional Safes _____ Cash Management Safes _____ Doors & Locks

RESPONSE TIME: _____ Same Day _____ 24-48 hour _____ 72 hour

PHONE SUPPORT HOURS: _____ 24/7/365 _____ M-F 8am - 8pm _____ Sun 8am - 4pm _____ Sun 8am - 4pm

SERVICE CONTACT: _____ Unique Phone/Email Assigned _____ Customer Care Center

REPORTING: _____ Daily/Weekly/Monthly As Requested _____ Monthly on Metrics

TRIP FEES: _____ Pay Per Visit _____ Covered in Full (1 Trip per incident)

PARTS: _____ Pay Per Visit _____ Covered

PM SERVICES: _____ Pay Per Visit _____ Up to 1 annually Included

Please call **(800) 342-3033 ext. 3001** to speak with a representative to learn more about how the Ascent Series can take your cash management to the next level!