

Customer Service Guide

Types of Customer Service

Welcome to SMART START and to SMART START Customer Service. SMART START provides a number of resources and services to help you resolve your questions and concerns quickly and efficiently and to optimize your productivity with SMART START products. This simple Customer Service Guide identifies the two different types of customer service SMART START offers.

What Is SMART START Customer Service?

Customers can contact Customer Care or Technical Support by phone or e-mail. SMART START provides customer service in two forms:

- **Customer Care**—Assistance with administrative issues, product and warranty problems (after first working with technical support), and consulting services - **866.868.5312**
- **Technical Support**—Assistance by engineers trained in solving technical problems with SMART START products - see **flow chart page 2**

Identifying the Service You Need

Before you call SMART START for customer service, determine whether you need Customer Care or Technical Support. See the details provided below and chose how best we can assist you.

Customer Care

- Order Management to determine delivery, shipment and payment including terms and conditions of sale
- Questions regarding your entitlement to use technical support
- Questions concerning your entitlement to warranty
- Request for documentation
- Consulting and advice on product application for optimum performance

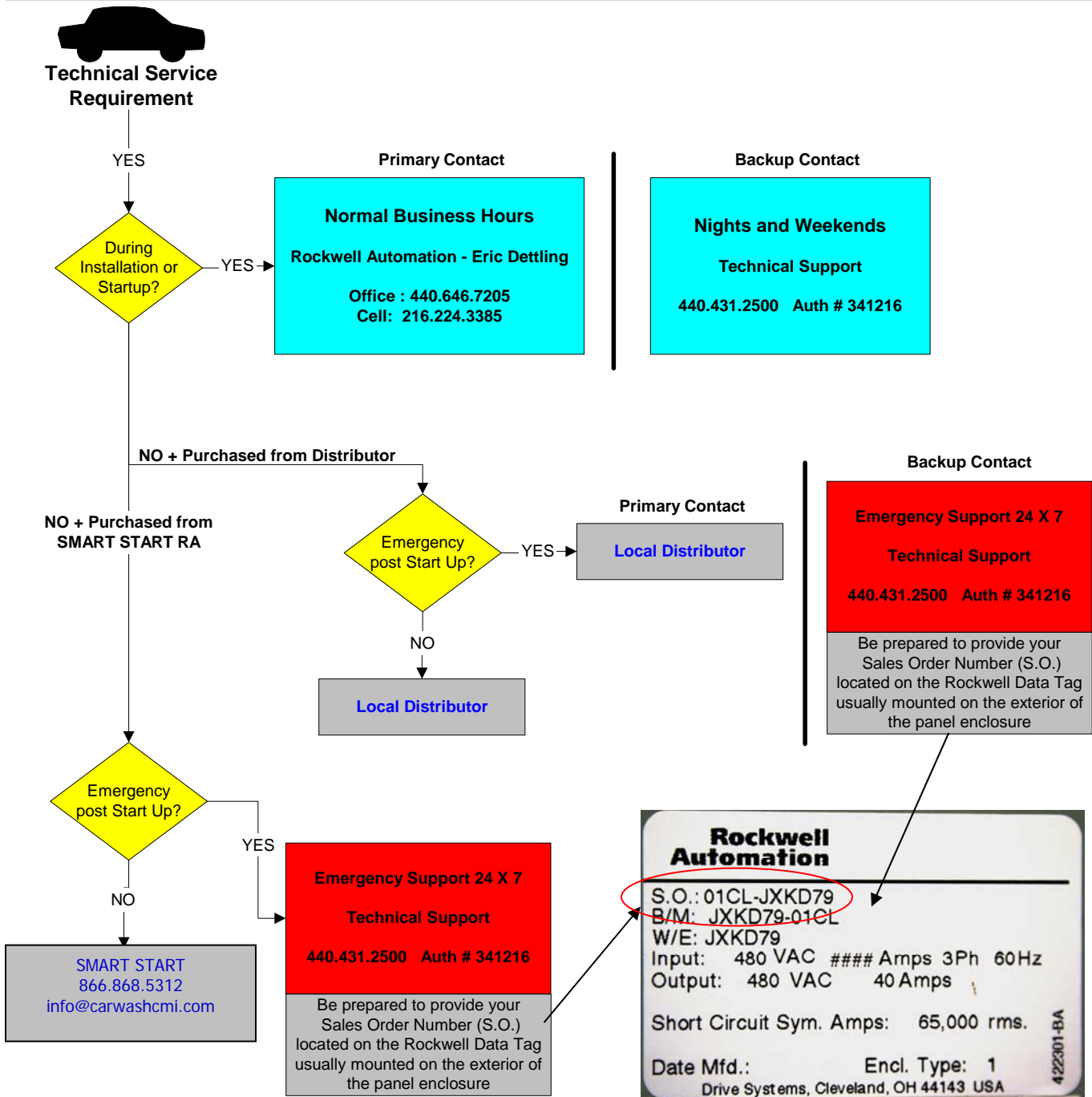
To contact Customer Care by phone or email use 866.868.5312 or info@carwashcmi.com

Technical Support

- Dedicated Technical Support Engineers for 24 X 7 Response
- Phone Support from engineers trained in SMART START applications and products
- Access to SMART START customer data base with complete as built reference prints
- Remote diagnostics and resolution of problems from the desktop (when site is configured to allow access)
- Technical Service engineers available to be called upon for emergency field service and scheduled field service.

To contact Technical Support see Flow Chart Page 2

Technical Support Flow Chart



Notes:

1. Rockwell Field Service: Technical service engineers are available to be called upon for both emergency field service and scheduled field service. Rates and terms will be described to you by Emergency Technical Support. Payment is credit card only.
2. Warranty: Parts are warranted for one year from date of invoice. See Terms and Condition of Sale at <http://carwashcmi.com/resource-center>