

MISCONCEPTIONS

VERSUS

THE FACTS

GET THE FACTS ABOUT EQUIPMENT MAINTENANCE
MANAGEMENT PROGRAMS

MISCONCEPTIONS



Loyalty in Exchange for Good Service

One may feel obligated to purchase a premium service package to ensure you get “good service.”

Priority Service

Under an OEM service contract, you may feel you will be at the top of the list when you call for service with faster response times.

Expertise

You feel the OEM is the only option available for service because they produced the equipment.

Technician Skill Level

You feel the OEM technicians are the only ones qualified to maintain and repair the equipment.

Cancellations

You can cancel your manufacturer service contract anytime without a penalty.

THE FACTS



Loyalty Does NOT Equal Good Service

Paying more for an OEM maintenance contract does not guarantee the best possible service.

There is NOT a Priority List with OEM

You will receive priority service and typical response times with Equipment Maintenance Management Programs (EMMP), such as Remi.

The Manufacturer is NOT the Only Option

Options: Independent Service Organizations, Equipment Maintenance Management Programs, In-House, or Self-Insurance.

Third-Party Vendors Offer Expertise Too

The ISO employs certified technicians that are qualified to repair and maintain your equipment.

Termination Clauses Can Be Tricky

Make sure you completely understand your contract and all its nuances before signing or cancelling it.