



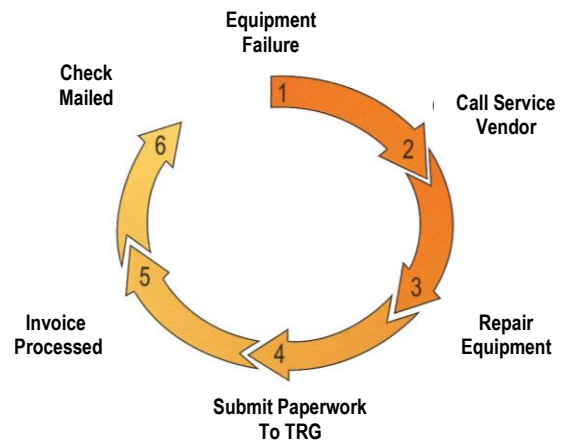
Auburn University Equipment Maintenance Program Service Call Procedures

To Place a Service Call:

Call the service vendor of your choice
Provide the following information:

PO # **REMI4699**

Equipment serial number and location
Description of Problem



After Service has been performed

*Send completed field service report to Remi Fax or
Email at **(866) 899-3457** or
Auburn@theremigroup.com

Service Report must Contain:

- Equipment Serial Number
- Repair Description

After a Service Technician Arrives:

If the repair is expected to exceed **\$7,500.00** call the Engineering Hotline @ **(877) 275-7364**
Or email Engineering@theremigroup.com

If for any reason a vendor bills you directly, please forward the received invoice to
Auburn@theremigroup.com or fax them to **(866) 899-3457**

All repair information will be available on Remi online at www.remionline.com

For Questions or Problems, Please Call:

Nancy Carter

Phone: (334) 353-8751

NCarter@TheRemiGroup.com

*Service documents **MUST** be submitted to Remi within 90 days from the date of service. Failure to submit service documents within this 90 days can result in nonpayment of vendor service invoices.