



# UNIVERSITY OF CALIFORNIA EQUIPMENT MAINTENANCE PROGRAM

# REFERENCE GUIDE

**DISPATCH** 



#### **SERVICE CALL INSTRUCTIONS** REMI SERVICE CENTER

## **EQUIPMENT CARE SOLUTIONS**

## **TO REQUEST SERVICE:**

Option 1: Call 866-296-4847

Option 2: Email dispatch@theremigroup.com

Provide the following information:

- Item Number or Serial Number
- Location of Equipment
- Name & Number of Contact Person on Site
- Reason for Service Call



## AFTER THE SERVICE CALL HAS BEEN PLACED:

#### **REMI WILL:**

- 1. Provide you with a reference # and forward your service request & contact information to the service provider.
- 2. Email a partially completed Remi service report & service provider contact information to you as confirmation.
- 3. Follow up with you within 2 business days to check the status of your service call.

#### **SERVICE PROVIDER RESPONSIBILITIES:**

- 1. Contact you directly to schedule service.
- 2. Complete either the Remi or vendor service report.
- 3. Contact Remi if a service limit increase is needed prior to exceeding the limit.
- 4. Send invoice to Remi for processing.

#### **SPECIAL INSTRUCTIONS:**

- 1. Contact the service provider directly if service is delayed.
- 2. Contact the Remi Service Center to escalate delayed service or if other issues arise.
- 3. If received, send the service invoice/service report to claims@theremigroup.com.

#### TO ADD MORE EQUIPMENT OR FOR PROGRAM QUESTIONS:

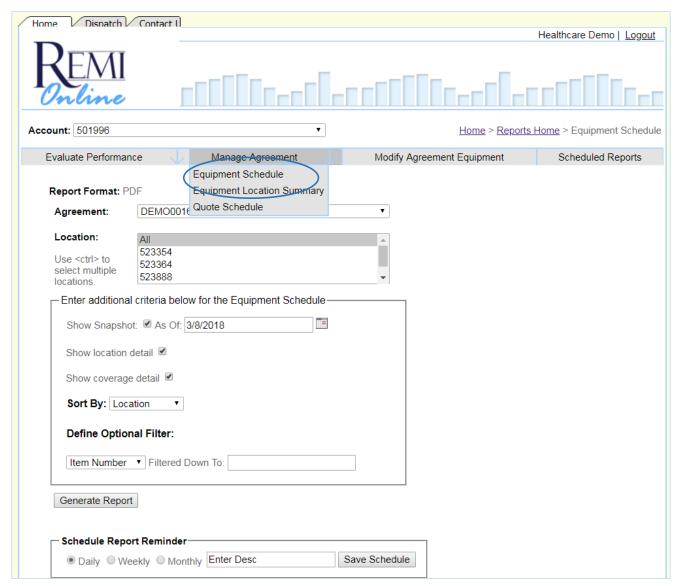
#### **REMI POINT OF CONTACT:**

Anita Werbelow Direct: (760) 331-9330 | Fax: (704) 887-2916 Anita.Werbelow@theremigroup.com



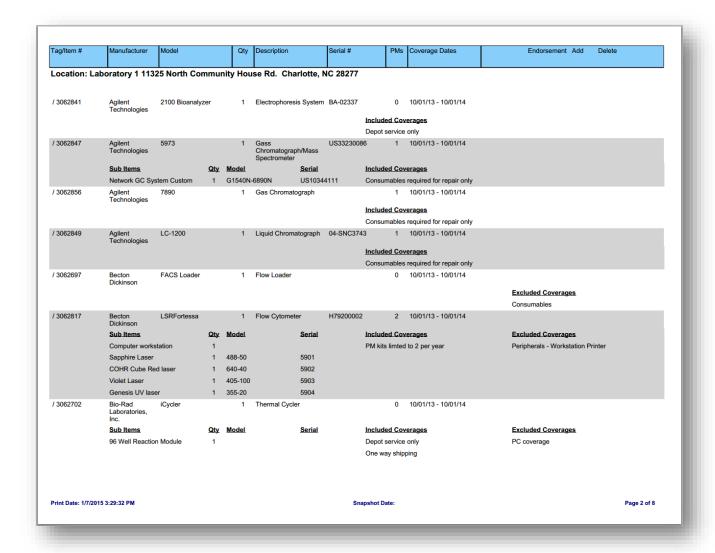
## **EQUIPMENT SCHEDULE**

The Equipment Schedule shows all of the equipment covered under the agreement. It provides a breakdown by location/branch, the manufacturer, model, description, serial number, coverage dates, preventive maintenance, etc. A summary of the information is outlined in a cover page that includes agreement effective dates, billing method, and equipment count.



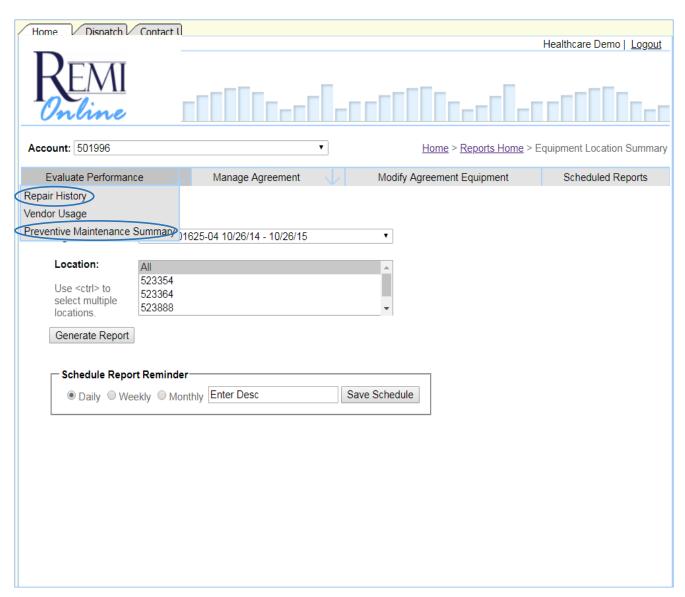
## **EQUIPMENT SCHEDULE (CONTINUED)**

#### PDF generated report



## REPAIR HISTORY

The Repair History report is searchable by all or individual locations, equipment item number, vendor, or location. Specific date ranges may be selected as well: all dates, received date, or repair date. The report provides the date of the repair, the date Remi received the invoice, the service call reason, the check number and paid date.



## **PREVENTIVE MAINTENANCE SUMMARY**

The Preventive Maintenance (PM) Summary report provides a summary of the PMs covered under the agreement, how many were used, and the date of the last PM performed on a particular piece of equipment.



## **Preventative Maintenance Summary**

Name Of Client: State of

100 State Street

Charlotte, NC 28277

	Item Details				PM Invoices			Most Recent PM Invoice			
Item#	Serial #	Tag#	Description	Coverage Ends	Covered	Used	Remaining	Date	Invoice #	PO#	SR#
761348	BY301031A	13017	Reader/Printer	10/01/13	1	0	1		<u>'</u>	<u>'</u>	
761474	C91194/23- 28508	2021-11	Balance Analytical	10/01/13	1	0	1				
761626	300277	2014	Balance	10/01/13	1	0	1				
761627	300541	2014-1	Balance	10/01/13	1	0	1				
761633	226269	2014-2	Balance	10/01/13	1	0	1				
761634	228684	2014-3	Balance	10/01/13	1	0	1				
761646	SD04397/23- 60680	2067-2	Microscope Model Light-BX40F	10/01/13	1	0	1				
761647	221792- 815942-/23- 32027	2067-3	Microscope Model Light	10/01/13	1	0	1				
761648	240036/23- 53090	2067-5	Microscope Model Light-Model Phase	10/01/13	1	0	1				
761655	49169	12963	XT8200D Scale	10/01/13	1	0	1				
761814		4338	Electronic Tab Trac High Denisty Mobile File System	10/01/13	1	0	1				
761815	535221-C	4339	Tab Trac High Denisty Mobile File System	10/01/13	1	0	1				
762008	98020516	2119	Accelerated Solvent Extrator System	10/01/13	1	0	1				
762011	30102894	2123-2	Balance	10/01/13	2	0	2				
762012	260405129	2123-3	Balance	10/01/13	2	0	2				
762017		2128	Chromatograph System	10/01/13	2	1	1	10/12/12	2012-011	059000059M04	
762447	A20614/23- 26755	2021-24	Balance Analytical-Model PC2000	10/01/13	1	0	1				
762452	721034/23- 23462	2021-25	Balance Analytical-Model HS4AR	10/01/13	1	0	1				
762453	8301383/23- 40081	2021-26	Balance Analytical	10/01/13	1	0	1				
762696	12042	4324-3	Rotary File	10/01/13	2	0	2				

## **SCHEDULED REPORTS**

Any of the reports available on Remi Online can be saved within the scheduled reports. A reminder can be set to be emailed daily, weekly, or monthly including a link to Remi Online. A button will be available to quickly run the report with all of its selected fields/filters.

