



AUBURN UNIVERSITY EQUIPMENT MAINTENANCE PROGRAM

EQUIPMENT CARE SOLUTIONS

TO PLACE A SERVICE CALL (CHOOSE EITHER OPTION):

OPTION A - REMI SERVICE CENTER:

Call Remi's Toll Free Service Center at

866-296-4847

1

Provide the following information to the Service Representative:

- Caller Name
- Location
- Phone Number & Email

2

Provide a description of the equipment needing service:

- Remi Asset Tag Number or Serial Number
- Brief Description of Reason for Service Call
- Name & Call Back Number of Responsible End User

**Please call to schedule PM service 3-6 weeks in advance.*

OPTION B - VENDOR DIRECT:

1

Call the service vendor of your choice

2

Provide equipment location, model, serial/ID#

3

Describe malfunction or request Preventative Maintenance (PM)

4

Provide PO#REMI4699 if required (should a hard copy be needed contact the Remi Service Center - see option A)

Large Loss Notification

If a service event is expected to exceed \$7,500, you must contact Remi at **877-275-7364** PRIOR to services being completed for authorization to exceed \$7,500. We will manage the service to ensure service is performed in a cost effective manner. Any alternative solution we propose will use parts and services that comply with the OEM's specifications.

Remi's liability is limited to the cost of our proposed solution.

AFTER SERVICE HAS BEEN COMPLETED:

Email or fax vendor service report to claims@theremigroup.com or **866-388-9806** - service documents MUST be submitted to Remi within 90 days from the date of the service, after 90 days vendor service invoices are subject to nonpayment by Remi; invoices billed to Auburn University should be forwarded to Remi immediately to claims@theremigroup.com, fax **866-388-9806**, or mail Remi, Attn: Reimbursement Department, 11325 N. Community House Road Suite 300, Charlotte, NC 28277.

TO ADD MORE EQUIPMENT CONTACT:

REMI POINT OF CONTACT:

Nancy Carter - Account Executive
Direct: 334-353-8751 | Mobile: 334-799-1802
ncarter@theremigroup.com

FOR CUSTOMER ASSISTANCE CONTACT:

REMI POINT OF CONTACT:

Kati Siekkinen - Account Manager
Direct: 704-602-0865
Kati.Siekkinen@theremigroup.com