



2021 Technical Support Guidelines

GENERAL:

Our technical service department receives many phone calls and e-mails daily. Phone in technical support is a **FREE** service offered by Shore Distributors, Inc. to assist our dealers in realizing their project objectives. We understand that systems today can be more complex and technologically advanced, but now more than ever we find that contractors often have the wrong impression as to just what our capabilities are in offering this service. As our industry continues to advance at a rapid pace, we want to be very clear about what you can and cannot expect from us. These guidelines are to set the proper procedures and expectations when requesting Technical Support. All technicians at some point will need to call and speak with someone in technical support.

Be aware that while sometimes you will get to speak with an adviser right away, you may not always connect to a live person on the phone the first time you call. Depending on the call volume on the day and time you are calling, you may need to leave your contact information and wait for a return phone call. Please be patient with us and understanding of a possible delay in getting the information you need.

- I. You should **ALWAYS** have the system's Model & Serial Number ready.

Full Product/Model Number
Full Serial Number

- II. Depending on your issue, system parameters such as operating pressures, temperatures, voltages and current measurements are a requirement.
 - **Example:** If you are working on a split system heat pump problem, you would record all the system's refrigerant pressures and temperatures, the various superheat and sub cooling values, and any other necessary information. We will provide your technicians with preprinted worksheets to record this information. This allows them to analyze the entire system and not miss vital information that can lead to finding the problem. It also allows them to review the issue more thoroughly with our service team.

This keeps the technician from needing to recall the information from memory, potentially relaying the wrong information, which may mask the true problem.

- It also eliminates the technician from stating, **"the superheat is good," "the amperage draw is normal," or "I have checked that."** If you want the help getting the answers you are looking for, we need real numbers and readings. If you did not measure it, you are guessing, PLEASE be ready and have your information available.
- III. The more information you have, the more thoroughly we can assist you. Please note all of the pertinent information, so when asked, we can provide accurate and reliable information. You do not want to guess or fudge the information you provide. We do not want to guess for you. This means you need to be fully prepared before calling for assistance.



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Field Support Guidelines

REQUEST for FIELD SUPPORT:

There are times with certain service issues that the request is made for a site visit and field support. As your front line technical service advisor, we are willing to accommodate, but we want to be clear what our capabilities are in offering this service.

- I. All avenues available to us to resolve a current issue must be exhausted. This includes phone support and our ZOOM video conferencing application. With ZOOM, we can essentially be on the jobsite with you in a matter of minutes.
- II. All the system's refrigerant pressures and temperatures, the various superheat and sub cooling values, and any other necessary information are required. We will provide your technicians with preprinted worksheets to record this information. This allows them to analyze the entire system and not miss vital information that can lead to finding the problem. It also allows them to review the issue more thoroughly with our service team whether we are physically there or not.
 - To call in and request us to forego our policies and procedures for access to a Technical Service Advisor to assist on a site visit is not possible and your request will be denied.
 - Please do not let a unit or homeowner problem job get to a point that an immediate demand for results must be made at the time our help arrives.
- III. In the cases that now find us on the jobsite with you, the following expectations and fees will be considered by our Technical Service Advisor.
 - Our technical support advisor is on the job to assist in fixing the problem. All work that must be performed or changed will be the responsibility of the contractor. We will assist anyway we can within our means, but we cannot do the work.
 - Although we have some test equipment to help with diagnostics, it is the responsibility of the contractor to have the appropriate tools and test equipment relevant to the equipment we are working on.
 - If at any time our technical support advisor deems a situation unsafe, they cannot participate. Like you, we have real liability concerns and safety is the number one concern for all our associates. We cannot ask them to put themselves in situations they feel are unsafe.
 - During our site visit, if the problem found (and resolved) was the result of an application or installation issue, the following fees may be applied per our Technical Support Advisor:

\$150 for the first hour which includes our trip charge.

\$95 for each additional hour