



GOODREMONT'S INC.

**CUSTOMER INSTRUCTION
MANUAL**

Goodremont's Inc. celebrated 60 years in 2007 as the largest locally owned independently operated Document Management Solutions dealership servicing the greater Northwest Ohio and Southeastern Michigan marketplace from our Toledo office. We continue to specialize in delivering value added solutions to our client partnerships, that apply to our document technology to better evaluate and control operating costs associated with managing your documents and related output devices.

No company is better positioned to help you maximize the potential of digital technology than Goodremont's. Our expertise and consultative skills are in greater demand than ever...helping our customers create information solutions for the new millennium. Today we offer your staff the industry's broadest and most connected range of digital imaging systems, from compact systems that deliver power to print copy, scan and fax from your desktop, to departmental digital color systems that enhance communications quality and boost productivity throughout the entire office.

This pamphlet is to help you get quick answers to your questions, as well as a resource for you and your staff. We have included all the information that we have found most commonly needed by customers. Please let us know if you have any suggestions for improvements. Should you be unable to find the answers you need, please call the phone number for service, listed on the ID sticker on the front of your machine.

SALES

How do I get training in the use of my copier?

I want to upgrade my equipment, or obtain additional options. Who do I contact?

I am interested in additional office equipment. Does Goodremonts also offer fax machines, printers and other equipment?

SERVICE

How do I contact Goodremonts?

I'd like to send an e-mail to request service

How do I get training over the phone?

Who in my office should be responsible for our copier?

I need a manual for my copier. How do I get one?

Can I get help to resolve a machine malfunction over the phone?

After I have called in for service, when will my technician arrive?

I need to have my copier moved. Can Goodremont's help me?

I am happy with the service I am receiving? How do I share my comments with you?

I am not happy with the service I am receiving. What can I do?

I have a question regarding my invoice. How can I resolve this?

I have a question regarding my service agreement. Who do I contact?

How much do you charge for service?

SUPPLIES

How do I get toner for my copier and when will it arrive?

I need toner urgently. What do I do?

SALES

HOW DO I GET TRAINING IN THE USE OF MY COPIER?

Your Goodremont's Sales Representative will provide on-site training for your new copiers. Goodremont's provides this service to ensure your staff has a reliable resource for learning the machine's features. We also offer this service with no limit to accommodate changes in your staffing and responsibility assignments. This is provided only to customers with currently active service agreements.

Please contact your Sales Representative for all training needs and specific feature questions. If your Sales Representative is not available, please call the Service number located on the ID sticker on the front of your machine. You will be connected to a Service Representative to assist you.

I WANT TO UPGRADE MY EQUIPMENT, OR OBTAIN ADDITIONAL OPTIONS. WHO DO I CONTACT?

Please contact your Goodremont's Sales Representative for assistance with upgrading your equipment or adding accessories to your existing equipment. Your Sales Representative will be happy to review your needs and determine an appropriate solution.

I AM INTERESTED IN ADDITIONAL OFFICE EQUIPMENT FOR MY BUSINESS. DOES GOODREMONT'S OFFER FAX MACHINES, PRINTERS, AND OTHER EQUIPMENT?

We offer fax machines, scanners, document imaging and scanning software, wide format systems, as well as refurbished copiers. We also offer service agreements for each type of equipment. Please contact your Sales Representative for complete details.

SERVICE

HOW DO I CONTACT GOODREMONT'S?

You can contact us in a number of ways:

You can call us at 419-476-1492, you can fax us at 419-476-6419, or you can visit our web site www.goodremonts.com

I'D LIKE TO SEND AN E-MAIL TO REQUEST SERVICE.

The easiest way to get service is on our web site, www.goodremont's.com. Please click service, than service call and enter the requested information. All service calls are entered into a queue and will be dispatched to the next available technician. Of course, you can also call us at 419-476-1492 and ask for service.

HOW DO I GET TRAINING OVER THE PHONE?

Goodremont's customer service provides telephone support to guide you through common copier features. Call the service number on the front of your machine request telephone support or visit the web site and request training.

WHO IN MY OFFICE SHOULD BE RESPONSIBLE FOR OUR COPIER?

A **Key operator** is a very important responsibility. Doing so ensures your supplies are monitored and ordered in a timely manner, there is a back up supply of toner and meter readings are reported on time, among other tasks.

IF I NEED A MANUAL FOR MY COPIER, HOW DO I GET ONE?

Contact your Sales Representative and one will be delivered to you.

CAN I GET HELP TO RESOLVE A MACHINE MALFUNCTION OVER THE PHONE?

We provide telephone assistance to guide you through resolving a machine malfunction. Many malfunctions can be resolved through this support; however, if our Service Representative cannot resolve your situation, a service call will be placed for you at that time. Call the number listed on the front of your machine to request telephone assistance.

AFTER I HAVE CALLED IN FOR SERVICE, WHEN WILL MY TECHNICIAN ARRIVE?

The Technician will call ahead and let you know when to expect him. He will traditionally arrive within four hours of the call being placed.

I NEED TO HAVE MY COPIER MOVED, CAN GOODREMONT'S HELP ME?

Whenever you need to move your copier, whether within your current office, or to a new facility, please call the service number. A Service Technician will set up a time convenient to both of us. Please notify us of any moving requirements, such as stairs, elevators, or small areas, so the technician can bring the correct tools, supplies and additional help, if needed.

I AM HAPPY WITH THE SERVICE I AM RECEIVING. HOW DO I SHARE MY COMMENTS WITH YOU?

As much as we want to know when our service does not meet your expectations, we also like to hear when we do a good job and exceed your expectations and encourage you to share them. Please call or e-mail our office and share your experience with us.

I AM NOT HAPPY WITH THE SERVICE I AM RECEIVING. WHAT CAN I DO?

Your satisfaction is our number one priority. If you receive an unsatisfactory experience from a Sales Representative, Technician or other Goodremont's employee, please notify us immediately, by calling the number on the front of your machine. We will contact you within one business day to notify you of the resolution taken, and assure you that the situation has been resolved to your satisfaction.

I HAVE A QUESTION REGARDING MY INVOICE. HOW CAN I RESOLVE THIS?

Please call us and ask for the billing department. Explain that you have a question about your bill and our Account Specialist will be happy to assist you. If she is not in, please leave a detailed message with the invoice number and she will call you back within one business day.

I HAVE A QUESTION REGARDING MY SERVICE INVOICE. WHO DO I CONTACT?

Contact us at the number listed on the front of the machine and ask for the service department. We will be happy to assist you in answering any questions or concerns you may have.

HOW MUCH DO YOU CHARGE FOR SERVICE?

For a list of our rates for non-contractual services, please contact service at the number listed on your machine. We offer a variety of services to service, maintain and supply your office equipment.

Printers – Goodremont’s can provide service and supplies for most network printers.

Network Solutions – Goodremont’s offers prepaid blocks of time for support of your software and connectivity support. “Blocks of Time” can be purchased for as few as two hours and as many as ten hours.

SUPPLIES

HOW DO I GET SUPPLIES FOR MY EQUIPMENT AND WHEN WILL IT ARRIVE?

The quickest way to order supplies is through our web site at www.goodremont's.com from there, you can place your request. Click on ‘service’ then ‘order supplies’. Be sure to order enough to keep at least one spare bottle on hand at all times. When you put your last bottle in the machine, call in and place an order right away.

I NEED TONER URGENTLY. WHAT DO I DO?

You can call our office and state your need. If possible, we will deliver it to you. If that is not possible, you are welcome to stop in pick up the toner. We keep a large supply on hand, but sure to call first to ensure we have it.