

A&E FACTORY SERVICE

A&E for Original Equipment Manufacturers

Enhance customer loyalty and help increase organizational efficiency with customized repair programs from A&E.

Manufacturers face unique challenges when selecting a repair service provider. Your customers' loyalty depends on you making the right choice. Their repair experience must reflect your organization's commitment to quality—or you risk losing a valuable customer for life.

A&E understands that when we represent you to the customer we not only protect your brand image, we represent and enhance it. We know the issues most important to you, and make them our mission. Our goal is to deliver customized repair programs that help increase your customers' trust and loyalty in your company.

By outsourcing your repair service to A&E you can be confident that you've enlisted an extension of your business that shares the highest standards of professionalism, efficiency and expertise.

Leverage a nationally proven repair service resource

- **Help minimize product returns** by relying on our technicians' advanced product knowledge and training
- **Over 3,400 experienced repair technicians** perform over 2 million service calls each year
- **Web-enabled laptops** and fully stocked, GPS-equipped vans support efficient, single-visit repairs
- **Thorough security and background checks** for all technicians
- **ISO compliant shop repair depots** and strategic positioning throughout the country ensure products are repaired quickly and correctly
- **Technical Assistance Center** provides our technicians with real-time repair problem support and can also help identify potential product issues allowing for proactive adjustments by the manufacturer that can help improve quality.
- **Real-time scheduling** of repair appointments

Focus on your bottom line, and increase efficiency

- A single point of contact helps control administrative costs and simplify the repair process
- Centralized billing systems provide accurate and timely billing information that helps you run your business more efficiently
- Detailed repair invoicing gives you the ability to better understand product failures
- Service contract support to execute your organization's extended warranty program



We never forget they're your customers

- We'll protect your brand image and foster customer loyalty—we value and respect your relationship with your customers and will never mine your customer data.
- Help control your repair/replace metrics
- Our strict privacy policy keeps your customer data confidential

Knowledgeable about your products

- Vans fully stocked with your most-requested parts, plus access to inventory of over 6.6 million other parts
- Technicians have instant access to your detailed product schematics, helping to improve the rate of first time service completes
- Our Technical Assistance Center personnel are available to talk with your technical resources

We'll create a seamless, integrated network

- Integration of your parameters into our Call Centers
- Analysis and uploading of your parts information into our systems
- Definition and implementation of your training requirements
- Understanding and profiling your claims processes

ISO Compliant Calibration Laboratory

We complete more than 35,000 calibrations a year, on a wide range of products. For your convenience three types of calibration are available:

- Calibration only
- Calibration with data (including readings/tolerance levels)
- Accredited calibration (includes above, plus Statement of Uncertainty)

Refurbishment Programs

Create new revenue streams, and renew returned products:

- 2-Cycle products
- Air compressors
- Engines
- Appliances
- Air tools
- Gear cases

Based on your organization's unique needs, you may have additional questions. Tell us what they are, and we'll tell you how A&E can customize a third party repair program for your organization.

Contact us today at 1-800-862-9226.



1-800-862-9226
www.aefactoryservice.com