

TECH SERVICES FAQs



How to request a repair on a machine

Call our office (765) 459-0311, call your Sales Rep, or email us at techservices@rdfilip.com. We can pick up your machine from your facility (includes pick-up fee, see below for rates), or you can drop it off to us. We must have the machines **make**, **model**, and **serial number** before we pick up any machine. Please have this info ready when you call us or include in your email.

Warranties

Any new industrial sanitary maintenance equipment purchased from RD FILIP Inc. carries a manufacturer's limited warranty and we are equipped to service those items. You are responsible for completing the warranty card you receive with the purchase of the machine. We may perform service on any industrial equipment under warranty so long as we are an authorized parts and service center of that particular brand. RD Filip also offers a 30 Day Limited House Warranty on all of our repairs. This guaranties the parts and labor for 30 days starting when you receive the machine back. Should your machine continue to have the issues it was repaired for, or should a parts that was replaced during repair break, you **must** request a warranty claim within 30 days of receiving the machine back to qualify for this coverage.

Repair Fees

Machine Pick-Up/Delivery Fee

- Within Howard County - \$8.50 - Mon-Fri after 1pm
- Surrounding Counties - \$8.50 – On you regular delivery day (call us for more info on your delivery day)
- Surrounding Counties - \$85.00 – Emergency pick-up (any day that is not your regularly scheduled delivery day)

Diagnostic Fee - \$42.50 (Once you approve repair cost, diagnostic fee goes towards labor cost)

Labor Fee - \$85.00/hour

*Parts needed for repairs will vary in price, a quote for total repair cost with parts included will be provided to you once the machine has been diagnosed.

*We are equipped to repair **most** brands of industrial sanitary maintenance equipment (i.e. floor scrubbers, extractors, vacuums ect.). **If a machine is over 10 years old, it may not be feasible to**

repair it due to obsolete components or lack of available support. If you would like to know if we can repair your machine, give us a call at 765-459-0311 or email techservices@rdfilip.com.