



State of Alabama Equipment Maintenance Program Procedures

Equipment Service Process

- Equipment failure occurs or preventative maintenance is needed.
- Request service from your preferred service provider. (For service events expected to exceed \$7,500 the preliminary loss information must be reported to The Remi Group Engineering Department prior to any service action being taken at **877-275-7364**.)
- The Engineering Department must also be contacted in the event of a replacement of equipment or major component parts needed, regardless of dollar value, is required. Examples (VCR's monitors, probes, transducers, printers, etc.)
- Technician services equipment and leaves a detailed service report which should be sent to **Nancy Carter** immediately via fax, email or mail (keep a copy for your records) – include your name and contact info on the fax.
- If in-house staff performs service a Remi in-house service form should be filled out and sent to **Nancy Carter**. (For service events expected to exceed \$7,500 the preliminary loss information must be reported to **TRG Engineering Hotline at 877-275-7364** prior to any service action being taken.)
- Vendor sends invoice to the State – forward a copy to **Nancy Carter** via fax, email, or mail. The Remi Group must receive **both** the **service report** and the **invoice** within 120 days of the service event.
- The Remi Group receives the service report and invoice, verifies coverage, and generates a check to the service provider for the cost of the covered event within thirty (30) days. If the service was done in-house, the check would be made out to the Agency.
- **If there is ever an issue that comes up with a vendor that impedes service and/or repair on any piece of equipment, please call Nancy Carter or our Engineering Department for assistance at (877)-275-7364.**

Equipment Change Requests

TO ADD EQUIPMENT:

- Obtain the following information regarding each equipment item to be quoted:
 - Manufacturer
 - Model
 - Serial Number
 - Description
 - Replacement value or purchase price
- If the equipment is under a service contract or a vendor has sent a quote for a contract, please send a copy with your request to Nancy Carter. You are guaranteed pricing of 25% less than the vendor quoted price.
- Include your Agency name and number and your name and contact information as well as the effective date for the addition.
- Email, fax, or mail the above information to Nancy Carter (You may also complete an Endorsement / Change Request form and send it to Nancy Carter – form to be provided upon your request).

TO DELETE EQUIPMENT:

- Email, fax, or mail request to Nancy Carter or complete the Endorsement / Change Request form -indicate the item to be deleted and the deletion date. The deletion date can be the current date or any future date.

FOR MORE INFORMATION CONTACT:

Nancy Carter

Email: ncarter@theremigroup.com

Phone: 334-353-8751

Fax: 866-497-9397

US Mail: PO Box 4389, Montgomery AL 36103