

## REMI - EQUIPMENT MAINTENANCE INSURANCE

### FAQs

Will REMI cover Preventative Maintenance (PM) agreements only?

**REMI will not cover PM-only contracts. There needs to be some variability in the service to provide the 25% savings.**

The areas that are particularly of interest: Phones, Laptops, Scanners, Faxes, and Printers. I'm reading this as any repairs would now be done by this one company, is that correct? How about if the equipment is new and comes with a service contract for a year? Wouldn't we want to go through the company? What if a new item has the option to purchase a service contract or an extended contract?

**New equipment will be considered for REMI coverage at the expiration of the initial warranty period as provided by the manufacturer. If the unit is being offered (at time of initial purchase) with an extended warranty, then that extended contract quote needs to be provided to REMI.**

In regards to POS purchased maintenance (such as for PC's, laptops, printers, etc.) – do we contact REMI Group upon each transaction? For example, we purchase maintenance with every PC, and additional "Care Packs" with every laptop . Do these charges need to be considered by the REMI Group?

**Yes they do, here again upon Post Warranty as described above.**

How will "like" items, from the same agency...which already has a service agreement through REMI for that item, be "added" to the account....does the agency have to provide the quote for every item or is there a simple way for them to identify the unit..and have it appended to the service agreement..?

**If you are adding an additional unit or component to an existing agreement REMI will not require a copy of a service contract quote. REMI will be able to make the addition and charge it on a pro-rata basis based on the pricing on the existing contract.**

How does this service work in regards to HP printer repair? Can this be an alternative to the RICOH HP repair contract?

**Yes. As described above -- upon expiration of initial warranty.**

Does the REMI group offer the same service as the contract it replaces, or does it offer other levels of service (24x7)?

**Yes., REMI will mirror the agreement being quoted. If a different level of coverage is requested, REMI would look to get the current service provider to provide a service contract proposal for the alternative service level, and then deliver the 25% savings off of that contract proposal. In almost all cases the current service provider will continue to be the service provider under the REMI program.**

Where do multifunction devices fall under this? The functionality of those falls under many of the categories but their primary purpose, copiers, does not.

**The contract will dictate the possibility of adding multi-function devices to the program. The terms of the maintenance agreement will dictate the possibility of the equipment being added to the program.**

Will REMI provide extended warranty service for mobile phones / tablets including water / impact-related issues?

**Here again, REMI will review the agreement for the mobile phones to see if it is possible to add it to the program. It may be possible to add it to the program if you have a current service contract that covers this exposure.**