

SERVICE



Our can-do team is focused on providing you with cost-effective solutions in a professional and timely manner. Clients have access to their project status at any time using our secure web based on line client portal, providing you with important information about your system whenever you need and wherever you are located. Our team can maintain your current and future spare parts inventory, make suggestions for spare parts management, manage equipment repairs and maintain operator manuals. As built documents can be developed, organized and maintained so that decisions about maintenance and sustainable can be made real time with accurate information.



Prevention Plus Service Support. Our network of technicians, engineers, and specialist cover the mid-Atlantic region providing you with round the clock support. Extend the life of your systems with a maintenance contract that will include periodic preventive maintenance, corrective maintenance and emergency support designed for you. Maintain real time systems operation with the Elite Force Prevention Plus Team.

Prevention Plus gives you the opportunity to outsource all of your service needs and responsibilities, maintaining the highest level of operation, at one fixed price.

ELITE FORCE RESPONSE SYSTEM

- Tier 1 Response** Upon contact (1.888.490.5999 or service@elitecompany.us) you will connect directly to an Elite front line Tier 1 representative 24 x 7 x 365, real time without working your way through a series of complicated help desk menus. You call...we answer.
- Tier 2 Response** We deploy the Elite Force resources needed to address your situation. Real time communication is maintained throughout the process.
- Tier 3 Response** Supplemental support that may be required from the manufacturer or technical industry expert required to resolve the challenge.



A Better Solution. Every Day.

1-888-490-5999 / www.elitecompany.us