



Date: 10/10/2018

To: All Angelo Po Sales Reps

The following are the Angelo Po procedures that are in place and should be reinforced & followed regarding service and installation of Angelo Po equipment. There could always be exceptions but these exceptions must be held at the lowest minimum possible to allow the procedure to work properly and keep confusion and delay to an absolute minimum.

Service

- Service is between the End User and Angelo Po's Technical call center.
- Service is initiated by the End User calling Angelo Po's Technical call center at 1-888-683-6748. This will create a service ticket that can be viewed by anyone seeking updated information.
- An e-mail can also be sent requesting service via angelopohelp@3wire.com
- Angelo Po's Technical call center has procedures in place they will follow to get the customer up and running as quickly as possible. Some fixes may be done over the phone by the first contact while others may need escalation to a more technically inclined person on Angelo Po's Technical call center staff or it may be further escalated to Brian Golden or Don Binkley depending on where in the country the call is coming from and the technical prowess required for resolution of the issue. **The most expeditious way for the customer to get serviced is through this procedure.** If this procedure is circumvented in any way (i.e. the End User calls someone else, Rep, Dealer, Chef, Consultant, Director of Sales, Administration, me etc., the procedure will be compromised and will promote confusion and excess communication between parties that ultimately will negatively impact the timeliest resolution possible.
- Anyone requesting service information i.e., Dealer, Rep, End User, General Contractor, Consultant, Rep Company Chef etc., please direct them to Angelo Po's Technical call center for the information they seek. Again the 2 parties that will have the best first-hand knowledge of the issue will be Angelo Po's Technical call center and the End User.
- In the event an Authorized Service Agent needs to be dispatched, Angelo Po's Technical call center will execute.

Installation

- Will be a **5-step** process performed by the Dealer/Designee and or End and Authorized Service Agent
- **Step 1.** Pre-installation Site Survey will be executed by the **Dealer**. The form has been revised and will be distributed to all sales reps.
- **Step 2.** The Authorized Service Agent will travel to the site for verification of dealer's pre-installation listing any discrepancies found.
- The appointment for this verification of dealer's pre-installation survey to take place by the Authorized Service Agent and will be coordinated between the Dealer/Designee and the Authorized Service Agent. Brian Golden or Don Binkley will then authorize the dispatch of the Authorized Service Agent. Any discrepancies or anomalies preventing proper installation will be pointed out by the Authorized Service Agent at this time to the Dealer/Designee and or End User via the form they must sign acknowledging the reparations or considerations to be made through the Dealer/Designee and or End User prior to the installation.

Step 3. ASA's require at least 10 business days to schedule the certified installation. After the installation appointment has been coordinated between the Dealer/Designee and or End User and the Authorized Service Agent. The Authorized Service Agent will then return on the scheduled date to perform the install. In the event all the reparations or considerations have not been made as previously advised or additional other than normal installation labor or materials are required and a request from the Dealer/Designee and or End User was made for the Authorized Service Agent to return to complete the installation & Start Up **these charges will be billed appropriately to the Dealer/Designee or End User.**

- Follow up of the completion of the install procedure will be done by the Dealer with the End User.
- **Step 4.** Dealer notifies Rep. **End User** is ready for the demo.
- **Step 5.** Approx. 3 weeks after demo by Rep. Angelo Po's corporate designee chef will perform the follow up Chef training.

Angelo Po will print this procedure in AutoQuotes, on the equipment quote, CombiCare and on the acknowledgement.

The acceptance and following of these procedures are critical to insure the End User the timeliest and most efficient experience.