



FREQUENTLY ASKED QUESTIONS

Q. Who should we call when service is needed?

A. TRG does not perform any service work. You control who services your equipment and determine when the service is performed. You will call your preferred service provider to repair the equipment. It is completely up to you who services your equipment. That is the beauty of the Remi Group program, you are in complete control.

Q. Is preventative maintenance covered by your program?

A. Yes, in addition to covering corrective maintenance, this program can cover preventative maintenance on your covered equipment as well. You choose the quantity of PM's to be covered, typically following OEM recommendations. All PM's are reflected in the equipment schedule so you can track completion status on Remi Online.

Q. What if we are in need of a repair on the weekend?

Unlike most service contracts that limit hours of coverage (i.e. 8am to 5pm), The Remi Group program provides protection for your equipment 24 hours a day, 7 days a week. TRG will always pay the standard time rates no matter when service is needed.

Q. What happens if we replace old equipment with new equipment?

Equipment can be added or deleted from the program. Whenever inventory changes are necessary, simply notify us of the change. Our underwriting department will then make that change, based upon the date of notification. We will then adjust your equipment schedule, and notify you of the net adjustment.

Q. What equipment is covered under The Remi Group program?

The Remi Group program covers nearly any piece of equipment that is electronic in nature. For specific devices, refer to the included list of covered equipment.

Q. Does TRG contract with our service providers?

A. No. One of the advantages of TRG's EMP is the opportunity to choose your preferred vendor. In order to ensure this advantage TRG does not enter into contracts with your service providers.