



## HOW TO INITIATE A SERVICE REQUEST...

Customer Service is a top priority at Control Management, Inc. and we are always looking for effective ways to provide efficient service for your facility.

The current procedures for placing service calls are as follows...

### NORMAL HOURS: (M-F 8AM-5PM)

#### Requests via Phone (Standard Priority or **Emergency** Calls)

- Call our main line at [\(803\)765-9070](tel:8037659070) and ask to speak with the Service Dept.
- Provide our dispatcher with your contact information and nature of the service request.
- A work order will then be entered into the system, and the next available technician will be given the request.
- The technician will notify you of their findings via phone call and/or email.

#### Request via Email (Standard Priority **ONLY**)

- **Non-emergency** service requests can be sent to [service@controlmanagement.com](mailto:service@controlmanagement.com)
- Provide the following: *Site Name, Your Name, Contact Info, and Nature of Service Needed.*
- A work order will then be entered into the system, and the next available technician will be given the request.
- The technician will notify you of their findings via phone call and/or email.

### AFTER HOURS, WEEKENDS AND HOLIDAYS

Please call our main line at [\(803\)765-9070](tel:8037659070) and follow the automated prompt to contact our 24/7 dispatch team.