



Control Management, Inc.

Columbia HQ | 3101 Carlisle Street, Columbia, SC 29205 | Tel: 803-765-9070 | Fax 803-779-8191

Procedures for Placing a Service Request

Customer Service is a top priority at ***Control Management, Inc.*** and we are always looking for effective ways to service you more efficiently. Therefore, we have set up the following procedures to better meet your needs for when you have a Service Request.

Normal Hours: (M-F 8am-5pm)

To place a general Service Request or *Emergency* Service Request during normal business hours, please call our main line at **(803)765-9070** and ask to speak with the Service Dept. You will then need to give your contact information and details for the nature of the request to our dispatcher. 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.

You may also submit general *Non-Emergency* Service Request by visiting www.controlmanagement.com and clicking on the Service Request link to initiate a work order. Please remember to include the following information: ***Site Name, Your Name, Phone number and Nature of the Service Request***. You will receive a confirmation email once the request has been processed and dispatched accordingly.

After Hours, Weekends, Holidays:

To place a Service Request after normal business hours, on weekends, or during holidays; please call our main line at **(803)765-9070** and follow the automated prompt for contacting our 24/7 Service Technician.