



## Frequently Asked Questions

### 1. Who performs equipment repairs under *Safeguard*?

While you can achieve more efficient use of your repair funds by utilizing our qualified and cost-effective service providers, you may choose the service providers for your equipment. Using *Safeguard* service partners will achieve preferred pricing and the highest quality of equipment repairs. In order to meet the full range of your maintenance needs, *Safeguard* service providers often include in-house technical staff, independent service organizations, and original equipment manufacturers.

### 2. If I don't have a service contract, will I be placed at the bottom of the list when I need service?

The fact that hundreds of hospitals and clinics across the county have moved away from expensive service contracts for years proves this simply is not the case. The reality is the manufacturers are in the business of selling equipment and cannot afford to hurt their reputations by discriminating with their quality of service. Frequently, *Safeguard* has been told that service response improves because the vendor is now operating in a competitive environment where their service dollars need to be earned.

### 3. How is *Safeguard* able to guarantee my maintenance and repair costs?

*Safeguard* groups your equipment into a single budget. By covering equipment from many clients in many industries, *Safeguard* gains the benefit of spreading the maintenance repair costs across a wide equipment population.

### 4. Do I have to get pre-approval on repairs to my equipment on *Safeguard*?

*Safeguard* does not require pre-approval, however we request that any repair event that is greater than \$7500 be reported to *Safeguard*. In most cases, repair costs can be greatly reduced by researching parts sources, and in some cases, selecting an alternate vendor. *Safeguard* technical support staff is available 24/7 to assist you in this process. Typically, you will receive your results within an hour.

### 5. Is preventive maintenance included in *Safeguard*?

Yes, *Safeguard* provides for both repairs and preventive maintenance.

### 6. How does *Safeguard* assist me in controlling my maintenance repair costs?

*Safeguard* audits each service event in order to identify any charges that exceed the industry averages and provides this information to you. *Safeguard* also provides recommendations on replacing equipment due to increased repair costs or the inability to access service or parts support.

*Safeguard*

First Speciality Enterprises, LLC.

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**7. What do I need to provide *Safeguard* in order to submit a repair or PM on my equipment?**

A completed field service report and invoice from the service vendor. For in-house service, a completed service report and/or work order.

**8. When do service events have to be submitted, and when does *Safeguard* process these?**

A completed field service report and invoice must be received within 90 days from the original date of the service. The service event will be processed within one to two weeks of the receipt date.

**9. What happens if my repairs exceed the total program cost?**

*Safeguard* will reimburse the client for all covered PMs and repairs over their program cost according to the terms and conditions of the *Safeguard* contract.

**10. What is not covered under *Safeguard*?**

*Safeguard* exclusions include, but is not limited to, acts of god, negligence, misuse, abuse, consumables, software, hardware upgrades, and obsolescence.

**11. How will *Safeguard* be implemented at my company?**

A *Safeguard* customer care professional will schedule an in-service training session for all key staff.

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