



SERVICE CALLS PROCEDURE

Aiming to accelerate your service calls, before contacting Distex Service Department, please make sure to have at hand the following information:

- 1) Model number
- 2) Serial number
- 3) Invoice
- 4) Problem
- 5) Other details

Once you have all this information, please contact Distex Service Department and make arrangements with our service technician to obtain the best service concerning your equipment.

-Tel: 1-800-567-3620 or 514-382-3620

-Fax: 514-382-7837

-Email: service@distex.ca

Please note, service calls made directly to service contractors and that have not been authorized by Distex before work was done, will not be covered.

Service lead time: **a) Montreal Region and Surroundings:** 4h of lead time maximum. The service calls made before 12pm will be served the same day, depending on the availability of the service technician.
b) Exterior Region: Depends on the availability of the service technician.

Distex is committed to offer service as quickly as possible, in a reasonable lead time in order to accommodate all of our customers. Warranty may vary from one unit to another and from a brand to another. Warranty is limited and applicable under certain conditions.

For any supplementary information, please visit the website www.distex.ca or contact Distex Service Department at 514-382-3620 or at toll free 1-800-567-3620.