



## PRODUCT BULLETIN

### AT YOUR SERVICE 24/7!

To meet the needs of our customers, Dinex is continuously developing systems and solutions that strive to improve customer levels in all departments. In that spirit, Dinex is very pleased to offer the Parts & Service Customer Service Hotline. The system features 24 hour, 7 day a week phone monitoring and provides instant response to all service calls from customers.

During normal business hours (7:00 am – 6:00 pm Central Time) service calls to Dinex will be handled in the usual manner by Service Department staff. After 6:00 pm CST on weekdays, and on weekends and holidays, customer calls will be answered by the call center for Dinex Parts & Service. The call center will document the details of the customer's request and queue the service call for immediate follow-up during normal business hours.

Should a customer call in after-hours and require an emergency service call or immediate action, the call center will page a Dinex | Carlisle representative to contact the customer immediately.

Customers calling the after-hours call center will be asked to provide as much of the following information as possible:

- Name of facility
- Address of the facility
- Contact person's name at the facility
- Contact person's phone number
- Description and Model number of the equipment
- Serial number of the equipment
- Detailed description of issue, problem or the part needed



Please call the Dinex Service Hotline anytime at 888-673-4639 for any Parts & Service issues related to your Dinex products. For all other product related inquiries please contact Customer Service at 800-654-8210.

J10 PARTS & SERVICE 24/7

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