# APP Engineering, Inc.

## APP Engineering, Service, and Support Policy

Service to, and the Support of our customers is the most important aspect of our business at APP Engineering. That extends prior to an order, and after shipment of a high-quality product that comes with an industry leading 10 Year Warranty.

Service Call Response:

Our Service Call support is 24 / 7, meaning anytime, any hour, day, or night, including weekends, and holidays.  The Service Call team consists of four individuals, all four people are always on call, thus minimizing the response time to typically no more than 15 minutes.

Parts Replacement Response:

The 10 Year Warranty assures cost free component replacement to our customers, however, as a matter a fact, in the 17 Year history of APP Engineering, no customer was ever charged for an out of warranty part replacement.

APP Engineering keeps all circuit boards, power modules, Ethernet switches, CT's, TIR's, and cables in stock and these can typically ship within 24 hours.  We also stock emergency ready to go base data chassis and complete computer chassis which can be typically shipped within 48 hours.   This shipping policy is in place without the need for the faulty part to be returned to the factory for evaluation prior to the shipment of the replacement component.

To help ensure a problem is fixed, with one trip to a substation or plant, APP may ship more than one type of spare component to give field technicians a high probability of fixing the problem the first time thus reducing out of service time.  It is our policy to allow field technicians to keep extra spare parts we might have shipped in their service vehicle to allow them to create a no charge mini spare parts kit.  All spare parts shipped are new and not refurbished.

Setup, Commissioning, and Training Support:

Typically, APP Engineering provides NO Cost Setup, and Commissioning support, including the creation of a drawing package, even at times without a Purchase Order in hand, continuing with 100% Custom Factory setup of the unit prior to shipment, ending with an Onsite, in person Commissioning assistance to the customer.
Future system expansion support also handled by the factory at no cost, updating the system remotely, or onsite.  Services to our customers also include comprehensive onsite training, again at no cost to the customer, insuring a worry- and hassle-free satisfying operation by the user.

Beyond Support:

In more than one instance, APP Engineering has provided a no charge portable DME system to help a customer with an emergency field problem requiring a temporary DME installation.  We believe that helping our customers to succeed during normal and emergency situations and treating them just as we would want to be treated is a recipe for our success and longevity.

ISO Quality Management System:

APP Engineering, Inc. is an ANSI/ISO/ASQ/Q9001-2015 certified company.
APP Engineering, Inc. is committed to meeting customer specifications, customer satisfaction, quality of products, unparalleled customer support, and on time shipments. We will achieve this by complying with the quality management system requirements of ISO9001-:2015 and continually improving its effectiveness.