

ColorCoat Inc. Service Request Procedure

Procedure:

- ColorCoat Inc. customer fills out Service Request Form and includes photos
- ColorCoat Inc. customer emails completed Service Request Form to service@colorcoatinc.com
- After receipt of completed form and photos an Estimate of the work being requested is sent to ColorCoat Inc.'s customer with a tentative date of service.
- ColorCoat Service Crew will contact the Homeowner approximately 1 week prior to tentative date and give an exact date of service.
- Service crew will finish service work and have homeowner sign a form showing completion of the work.
- A copy of the signed completion form will be Emailed back to ColorCoat Inc.'s customer when the work is finished.

Important Notes Regarding Service:

- ***Field service is weather dependent:***

Temperature:

Service work can only be performed when the temperature is at least 70 degrees for a period of 6 hours during the day. This restricts when we can start service and how long we can continue service through the year. Season for Service is April to October. At the start of the season we begin in the southeast and southwest portions of the country in April and May. June is the earliest we can begin performing service work in the northern states. We strive to get the north half of the country serviced between June and September. In October we move south and finish the season.

Rain:

When the forecast calls for rain we look how long the rain will last and then look to move our schedules around to avoid areas of the country where the rain is. Because of this the tentative service dates can be moved and adjusted. We will make adjustments up or out on the tentative date every couple of weeks and send updated schedules to our customers. When this happens please update your homeowners to any changes.

- ***Requested field service may not always be covered by our warranty:***

When our crew arrives to a jobsite and sees that the reported problems to the finish units is not an application or coating issue the service being requested will be documented and charged back to the customer. This is why you get an Estimate showing the cost of the service work.

Important Notes Regarding Service (Continued):

When this happens, we will contact the customer and let you know what our folks have found. They will still perform the service and the homeowner will not know any different.

- **Photos are mandatory for service:**

We require photos when submitting your service request. If these are not with you Service Request Form we will not process the request. The Photos required are as follows: 1 of each reported quality issue on a unit, 1 each of the whole units with the reported quality issues, 1 full house view of the front of the house, 1 full house view of the back of the house, and 1 full house view of each of the sides of the house. The photos of the full house view help us determine if we need any special equipment (scaffolding, or a boom lift) needs while performing the service. And the photos of the quality defect help our team know what they are going to be fixing. We encourage you to review these drawings before sending them over they may also help you to see if the request is coverage by the warranty or not.

- **Tentative Service Dates:**

When we schedule our service crew the dates are tentative. These dates are dependent on the weather (see above). These dates are selected on a first come first serve basis and region of the country the service is located in. In the earliest part of the field service season April and May the weather is most cooperative in the southern part of the country. And when June arrives we will start our services in the northeast and head to the northwest. If the region you are submitting a service for, our team has just left if maybe a little while until they get back to that region. If you need faster service please let us know and we will do our best to accommodate you. We try not to make anyone more or less important when scheduling service.

- **Homeowner communication:**

It is not our policy to work directly with your homeowners until just before the service will be performed. It is the customers responsibility to keep your contractor/homeowner informed on service dates and any updates to the service being performed. Our service crew will only make contact with them 1 week prior to the service date to firm up the exact day and time of the service. Please inform your homeowners if they do not return our service crews phone call they will be skipped in the schedule.

ColorCoat Service Request Form

1347 Terminal Street
West Sacramento, CA 95691

Customer Name : _____

Date: _____

Original Job number: _____

Original P.O. Number: _____

Color Number: _____

Description of Service

Requested by: _____

Job Address: _____ Phone : _____

_____ Contact: _____

City: _____ State : _____ Zip : _____

Note: Very Important - Job site and contact information must be the Homeowners information.

Number of Units	Type of Units	Level (1 st , 2 nd , 3 rd)	Front, Side, Back
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Photos of House Yes / No