



P.O. Box 550 • Uniontown Ohio 44685
330-645-4200 • Fax: 330-645-2299
Support line 330-645-3299

***Thank you for expressing an interest in becoming a DRB Systems Support Group Member!
As a valued DRB Systems customer, you deserve a choice in Support Group membership options.***

Annual Support Rapid Response Benefits

- **Phone Support.** DRB Systems Support is staffed 8:30am to 9:00pm Monday – Friday for all of your questions. We hold ourselves accountable to provide you with responsive, quality service. We track how we do daily and target 90% of inbound calls answered within 3 minutes and 98% of calls answered within 7 minutes. We strive to obtain first call resolution on over 90% of all inbound calls.
- **Emergency Support.** Your business is important to us! If you have an emergency and you cannot wash or lube cars or if you can't process payments our Support team is available any hour and any day, including weekends and holidays.
- **E-mail Support.** We also offer you the ability to contact us for assistance via email at KnowledgeCenter@drbsystems.com. We will provide either an answer to your question or a plan to solve the question within 4 hours during normal business hours. If it is an emergency, please be sure to call us.
- **StatWatch™.** Get a clear view of your business with StatWatch! Available at no charge to DRB Systems SiteWatch® Support Group Members. [Check it out today!](#)
- **Loaner equipment.** We maintain a fleet of loaner equipment which you may use if your equipment (supplied by DRB Systems) needs to be repaired, free of rental fees.
 - ✓ Loaner equipment has certain restrictions and time limits as specified in the DRB Systems Loaner agreement and credit application. Loaner service does not include the cost of shipping, repair of equipment out of warranty, or the costs of data recovery. 30-Day Rapid Response membership account status is COD.

Other Support Membership Options

30-Day Membership

30-Day membership gives you the same benefits as an Annual membership for a one time emergency cost. You will have peace of mind knowing that your organization is backed by responsive and knowledgeable support technicians who are there to help. *Each location in the organization must join.*



DRB Systems®

Sign Up Now!

Choose one of the following membership options and **fax the completed payment information back to us at 330-645-2299**. We will process your request, and our support staff will contact you ASAP. We'll start your support when we receive your payment. It's that easy.

Contract and pricing is valid for thirty (30) days from the date of agreement listed below.

Date of agreement: _____ Sent by: _____

Organization Name: _____

Location Code: _____ Solomon Code: _____

Address: _____

30-day Support Membership \$ _____

1 Year Support Membership - Pay in Full \$ _____

1 Year Support Membership - 3 Automatic Monthly Credit Card Payments \$ _____

Credit Card Authorization

I authorize DRB Systems to charge my credit card for Rapid Response Support Membership for my entire organization.

Master Card Visa American Express Discover

Card number: _____

CVV2/CID#: _____ Expiration date: _____

Cardholder's name (please print) _____

Billing address for card (street) _____

City, state, zip code _____

Cardholder's signature _____ Date _____