A Complete Mobile Equipment Repair & Planned Maintenance Service for Janitorial Maintenance Equipment & Battery Powered Shopping Carts

ONE Number to Call
1-800-870-5050
Toll Free Service Direct

Corporate Offices & Manufacturing Facility
1880 N. MacArthur Drive, Tracy, CA 95376
Toll Free 800.877.6330

www.surtecsystem.com
Surtec understands what the word “Service” means

At Surtec, we understand that minimum equipment downtime is imperative to any floor maintenance program. Recognizing this, Surtec has developed the most efficient in-field service department that addresses your equipment service and repair needs. We offer a complete dependable service and PM program at the lowest cost possible, helping you to reduce your total cost of cleaning.

C.O. testing available for propane-powered equipment from each of our technicians.

Factory Trained Techs
All Surtec Service Techs are factory trained on all types of Janitorial Service Equipment, Battery Powered Shopping Carts and Cart Retrieving Equipment.

The Advantages of Planned Maintenance on Janitorial Equipment

Our historical experience of the cost savings between PM service vs no PM service is as follows:

A comprehensive PM service program is the most economical overall for reduced cost, less down time and prolonged life expectancy of your equipment.

Although there is an obvious additional cost for the PM service, we have found that the average total overall repair costs on a piece of equipment over an extended period of time is significantly reduced by 15 to 25 percent. Minor problems are detected and corrected on a PM service before they become a major problem and need to be addressed on a service call request.

One of the major costs incurred on equipment due to lack of PM service is a drastic reduction of battery life due to under filled batteries or batteries that have been filled with tap water. In addition, another case of major repairs or engine replacements on propane powered buffers is the lack of changing engine oil or running the equipment low on oil and not cleaning the filters on a regular basis.

Your equipment will run longer and at a reduced cost if properly maintained.
The Surtec service department has several convenient ways to place a service request.

A service request can be placed online at our website www.surtecsystem.com through the Equipment Parts/Service/Repair portal using the Service Request Form and submitted instantly online.

The service request form can be filled out and faxed to our Service Direct fax line (209) 820-3795.

A service request can be phoned in to our Service Direct toll free phone line (800) 870-5050.

Each call goes directly to our service dispatcher where all of the information is logged into our database and immediately dispatched to the nearest technician in that area. At the time the call is placed, our dispatcher will request specific information, i.e., store location, address, contact person at the location, phone number, the type of equipment needing service, a detailed outline of the required services needed, and a P.O. number if required.

If parts are needed to complete the repair, they are ordered from our parts department and shipped directly to the technician to speed up the repair time. The parts department logs the parts status and any additional information, so the coordinator is aware of the status of each call at all times.

When each call is completed, the call is placed into the completed call database, where the information is stored. This database provides an accurate repair history of each machine serviced and can be used for the tracking program.

The Surtec Service Department Tracking Program

At Surtec, we are constantly trying to create and promote value added services for our customers that set us apart from other service companies.

The Surtec Service Department has developed a tracking program that will assist our customers in physical equipment tracking, repair history and a true cost of ownership.

How this tracking program works:

1. When a service technician completes a repair of PM for the first time, a Surtec tracking decal is affixed to the machine.
2. The tracking number and the date of purchase (if available) are logged onto the decal.
3. The tracking number is then engraved onto the machine in case the decal is removed or defaced.
4. As repairs or PM’s are invoiced, the equipment repair information is stored in our database.

This information can be printed or viewed in several ways, by a specified range of dates:

1. By the total of each repair or PM
2. By labor billed only
3. By parts sold only
4. The entire repair history of the machine
Reducing your total cost of cleaning includes a planned maintenance program.