

The CSC designation is supported by the following leading manufacturers:

Place
Stamp
Here

- . Appliance Parts Distributors Association
- . CCM Cellular Connection of Miami Inc.
 - . Dey Appliance Distributers
 - . Digital LG-Zenith Service
 - . Electrolux
 - . Flarion Technologies
 - . Haier Appliances
- . Hitachi America Ltd., Home Elec. Div.
 - . JVC
- . Kenwood USA Corporation
 - . Maytag
 - . Microsoft
 - . Mitsubishi
 - . Motorola
- . Night Owl Optics
- . Panasonic Consumer Electronics Co.
 - . Parasound Products Inc.
- . Philips Consumer Electronics
- . Pioneer Electronics (USA), Inc., CSD
- . Rostra Precision Controls, Inc.
- . Samsung Electronics America
- . Sharp Electronics Corporation
 - . Soliloquy Loudspeaker Co.
 - . Sony Electronics Inc.
- . SubZero Manufacturing, Inc.
 - . Thomson, Inc.
- . Toshiba America Consumer Products
 - . Whirlpool Corporation
 - . Yamaha

**Differentiate your
service from your
competitors.**



**CERTIFIED
SERVICE
CENTER**



71 Columbia Street
Cohoes, NY 12047
www.cscg.org

*A symbol of
Quality Service*

BECOME A CERTIFIED SERVICE CENTER

What Is The Certified Service Center Program?

The Certified Service Center (CSC) program is designed as a tool to help consumers find quality service centers, to help electronics and appliance manufacturers select service centers for in-warranty repairs, and to provide a standard for professional service firms that desire to offer outstanding customer service.

Show Your Customers That You Mean Business

Differentiate your service from your competitors. Become a Certified Service Center and demonstrate to your customers, and the industry, that customer service and satisfaction are paramount to your center. Let your customers know that they are guaranteed high quality. Your service deserves to be recognized, so take your business one step beyond the rest- become certified today!

What Does Certification Mean To My Business?

Certified Service Center status places your business in the elite network of service centers that consumers turn to for quality assurance. Your business will be listed in the CSC directory- to be distributed to industry and consumers, as well as on Consortium Members web sites. Also, you will receive a framed certificate validating your CSC status, and graphics of the CSC logo, which you may use in your promotional literature and signage.

www.c-csc.org

How Do I Apply?

To apply for the Certified Service Center status, submit an application with the specified fees. Applications can be found on the Internet at:

www.certifiedservicecenter.org

or

www.c-csc.org

Fee

The three-year certification fee for a single service business location ranges from \$180 - \$475 based on eligibility requirements. Certifications are valid for three years from the date of certification.

What's Involved?

To attain Certified Service Center status, a service center must comply with specified requirements determined by representatives of all facets of the service industry.

Certification Requirements:

- . Facility Service Capability
- . Code of Conduct
- . Appropriate Test Equipment and Tools
- . Customer Service and Warranty Policy
- . Management Skills
- . Technician Certifications
- . Licensing and Insurance
- . Professional Appearance

Who's Eligible?

The Certified Service Center program is open to all electronic and appliance service, repair and installation companies located within the United States, including:

- . Audio Video Service Centers
- . Communications Service Centers
- . Computer Service Centers
- . Mobile/12 Volt Service Centers
- . Satellite Service Centers
- . Consumer Electronics Service Centers
- . Appliance Service Centers
- . Security System Service Centers
- . Office Equipment Service Centers

For an application or more information about the Certified Service Center program, contact one of the following organizations:

