



# CERTIFIED SERVICE CENTER

A Symbol of Quality Service

## Become A Manufacturer Supporter Of The Certified Service Center Program

### What is the Certified Service Center Program?

The Certified Service Center program is an effort to raise the bar for industry servicers. The Certified Service Center program is designed as a tool to help consumers find quality service centers, to help electronics and appliance manufacturers select service centers for warranty repairs, and to provide a standard for professional service firms that desire to offer outstanding customer service.

The mission of the Certified Service Center program is to encourage professionalism within the service industry and to publicly identify those service facilities that strive to provide honest, competent and professional service. The program is designed to provide positive service experiences to all consumers. The Certified Service Center designation is presented to those service facilities that provide a level of service professionalism that meets or exceeds the high levels established by the requirements of this certification.

The Certified Service Center certification is open to all service, repair and installation businesses.

### Who Developed the Concept of the Certified Service Center Program?

The Certified Service Center program is a product of the Consortium for Certified Service Centers. Founding members of the Consortium include representation from the servicer and manufacturer communities for both brown and white goods products: Consumer Electronics Association, Electronics Technicians Association, North American Retail Dealers Association, National Electronics Service Dealers Association, Professional Service Association, and United Servicers Association.

The Consortium is a separate 501(c)6 not-for-profit organization. Funding and administrative support are currently being shared among all founding organization members.

### What Product Categories does the Certified Service Center Program Cover?

The Certified Service Center Program includes businesses servicing the following products:

- Appliance Products
- Audio Video Products
- Communications Products
- Computer Products
- Office Equipment Products
- Mobile and 12 Volt Products
- Satellite Systems Products
- Security System Products
- Consumer Electronics Products
- Biomedical Equipment Products

### What Does the Certified Service Center Program Mean to the Servicer?

The Certified Service Center (CSC) status places a business in the elite network of service centers that consumers turn to for quality assurance. The business is listed in the CSC directory to be distributed to industry and consumers, as well as on Consortium members' websites.

### What Does the Certified Service Center Program Mean to the Manufacturer?

The Certified Service Center program is now in its fourth year of existence and already its methods are fast becoming the industry standard for product service and repair. Manufacturers can use the Certified Service Center program to produce high performance service results and take their authorized service network to the next level by building brand loyalty and retention.

### What Does It Take to Become A Supporter?

To become a manufacturer supporter of the Certified Service Center Program, simply send the following statement via email to [webmaster@c-sc.org](mailto:webmaster@c-sc.org).

*Support Statement: [Company] supports the concept of the Certified Service Center.  
[Your Name], [Your Job Title], [Company]*

There is no required financial commitment involved with your support of the program.

### Additional Involvement

No additional involvement in the program is required; however, supporting manufacturers are invited to participate in the Required Test Equipment Task Force or any of the many committees.

For more information visit [www.certifiedservicecenter.org](http://www.certifiedservicecenter.org).

Also see [www.ncee-edu.org](http://www.ncee-edu.org).



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## Manufacturer Support Statement

To become a manufacturer supporter of the Certified Service Center Program, simply fill in the information below and send the statement to:

Administrative Offices  
5 Depot St.  
Greencastle, IN 46135  
(800) 288-3824  
[Admin@c-csc.com](mailto:Admin@c-csc.com)

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### CSC Manufacturer Support Statement:

*Our organization supports the concept of the Certified Service Center.*

\_\_\_\_\_  
Company

\_\_\_\_\_  
Name

\_\_\_\_\_  
Job Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip Code

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Email

\_\_\_\_\_  
Authorized Signature

There is no required financial commitment involved with your support of the program.

For more information visit [www.certifiedservicecenter.org](http://www.certifiedservicecenter.org) or <http://www.c-csc.org/>.