



CERTIFIED  
SERVICE  
CENTER

## Application Packet

### What is the Certified Service Center™ Program?

The Certified Service Center™ program is designed as a tool to aid consumers in recognizing quality service centers, to help electronics and appliance product makers in selecting approved agents for in-warranty or out-of-warranty services, and to provide a standard for professional service firms that desire to offer outstanding customer service.

### 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.

### What's Involved?

To be eligible for the Certified Service Center™ program, a service center agrees to adhere to ten requirements that have been developed by representatives of all facets of the service industry. These requirements cover facility service ability; code of conduct; test equipment and tools; customer service and warranty policies; management ability; technician certifications, licensing, insurance and professional appearance of workers and the business.

### How Do I Apply?

#### **Application Form and Fee**

##### **Form**

To apply for the Certified Service Center™ program simply email this application form. Please make your check out to Consortium of Certified Service Centers and mail to C-CSC, 5 Depot Street, Greencastle IN 46135.

Please check the associations in which you hold membership:

#### **Consumer Electronics Association – CEA**

Attention: Certified Service Center Applications  
1919 South Eads Street  
Arlington, VA 22202  
703-907-7045

**Member -**

#### **Electronics Technicians Association, International – ETA®**

Attention: Certified Service Center Applications  
5 Depot Street  
Greencastle, IN 46135  
800-288-3824

**Member -**

**National Electronic Service Dealers Association – NESDA**  
Attention: Certified Service Center Applications      **Member -**  
Please mail to: C-CSC  
5 Depot Street  
Greencastle, IN 46135

**United Servicers Association – USA**  
Attention: Tanner Andrews      **Member -**  
5612 S. 49th Street #A  
Lincoln, NE 68516  
402-617-1102

**Professional Service Association – PSA**  
Attention: Certified Service Center Applications      **Member -**  
71 Columbia Street  
Cohoes, NY 12047  
518-237-7777

**TRNI (USMSS)**  
Attention: Don Pierson      **Member -**  
41277 N. Bayside Drive  
Antioch, IL 60002  
847-395-3077

**North American Retail Dealers Association – NARDA**  
Attention: Certified Service Center Applications      **Member -**  
222 South Riverside Plaza, Suite #2160  
Chicago, IL 60606  
312-648-0649

If you are **not** a member of one of these associations, you may send your application to the current CSC administration office.  
**C-CSC, 5 Depot Street, Greencastle IN 46135**

**Fee**

The three-year [non-refundable] application fee for a single service business location ranges from \$180 - \$525 based on eligibility requirements.

**Denial of Application**

Applications that do not meet the minimum requirements will be returned to the applicant. During that six-month period the business may seek to meet any remaining requirements that caused the application to be denied, by submitting additional materials. After six months from the date of the original application, if the application has still not been approved, the business will be asked to submit a new application.

**Certification Period**

Certifications are valid for three years from the date of certification.

**Renewal**

Service Centers may renew their certification credentials by supplying the renewal fee and updated requirements information up to 90 days prior to the expiration date to any one of the above listed organizations. [An additional 30-day period (total 120 days) is available upon submission of a \$25 extension fee.]

**Application Form**

**CONTACT INFORMATION**

Company Name
Street Address
City/State/Zip
Phone/Fax
Email
Website
Contact
Job Title

**REQUESTED CERTIFICATION CATEGORIES** (Check those that apply)

Consumer Electronics	Appliances
Satellite Systems	Audio/Video
RF Communications	Mobile Electronics (12 Volt)

Computer	Security/Alarms
Business Office Equipment	Biomedical

## **PAYMENT INFORMATION**

Checks should be made payable to the **Certified Service Center**. Please mail check to any one of the previously listed member organizations of the Consortium of Certified Service Centers (pages 1 – 2). Be sure to copy/print your application for your records.

## **Available Discounts**

### **Association Membership**

If you are a member of one of the following organizations, subtract \$90 from your total. *You may not subtract additional monies for memberships in more than one organization.*

- Consumer Electronics Association
- Electronics Technicians Association, International
- National Electronic Service Dealers Association
- North American Retail Dealers Association
- Professional Service Association
- United Servicemen's Association
- USM Service Stations
- Other *national service association memberships may in the future meet CSC qualification.*

### **Certified Technicians**

If 50% to 99% of the technical workers you employ hold a designation outlined in Section V of this application, subtract \$90 from your total. If 100% of the technicians you employ hold a designation outlined in Section V of this application, subtract \$180 from your total.

### **Customer Service Designation**

If a single technical worker (includes clerical, sales, management, etc.) in the service department, who is not counted as a certified technician, holds a Customer Service Specialist (CSS – ETA) or Certified Consumer Specialist (CCS – PSA) certificate\*, as outlined in Section VI, subtract an additional \$25 from your application fee.

**EXAMPLE**

Base Fee	<u>\$525</u>
Association Membership	<u>-\$90</u>
Certified Technicians	<u>-\$90</u>
Customer Service Certification	<u>-\$25</u>
<b>Total</b>	<b>\$320</b>

**(Make checks payable to Certified Service Centers – and send this application to your sponsoring organization)**

\* Optional Customer Service Specialist (CSS) and/or Certified Consumer Specialist (CCS) certifications should not be confused with the **required** **Certified Service Manager (CSM)** certification.

**Payment Options Below**

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**FEE CALCULATION**

<b>Fee Options</b>	<b>Fee Calculation</b>
Base Fee	<b>\$525</b>
Association Membership (-\$90)	
Certified Technicians (-\$90 or -\$180)	
Customer Service Certification* (-\$25)	
Each Additional Satellite Location (+\$50)	
<b>Total Due</b>	
<b>Make checks payable to Certified Service Centers</b>	

*ETA offers a Customer Service Specialist – CSS and PSA offers a Certified Consumer Specialist – CCS. Either of these certifications apply here.*

## **OPTIONAL BUSINESS SUMMARY**

Thanks for taking this industry leadership role and applying for Certified Service Center Status.

There are several categories that our review committee requires to properly evaluate every application. We have received voluntary business summaries from applicants in the past that have proven very useful in understanding the complete story behind each business that we review.

Types of information included in these summaries have been the length of time in business, other types of products or service provided, the market area that the company serves, the number of business locations, the local and professional organizations that you currently support, the awards that you or your company have received, and last but not least any comments that you would like to share with us about your company.

Thanks again for your CSC application.

**► INSTRUCTIONS: Click on the text box and paste your business summary. There is no limit to the length of your summary.**

## Satellite Information

If your company has satellite locations that are included in this application - You will need to include a management/control description along with the following contact information, and pictures of the building, lobby and parking for these locations.

### SATELLITE CONTACT INFORMATION

Company Name
Street Address
City/State/Zip
Phone
Fax
Email
Contact/Certifications
Job Title

### SATELLITE CONTACT INFORMATION

Company Name
Street Address
City/State/Zip
Phone
Fax
Email
Contact/Certifications
Job Title

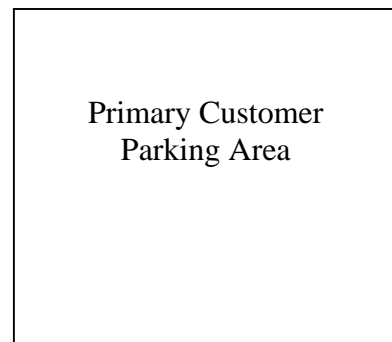
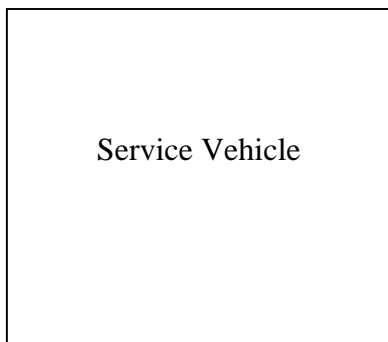
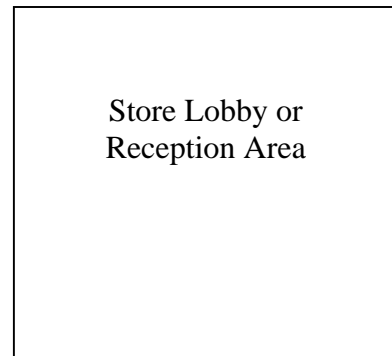
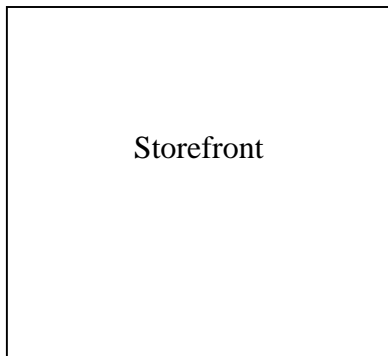
**REQUIREMENT AFFIDAVITS**

Please read each requirement statement and follow the corresponding instructions.

**Requirement 1: Repair Facility**

Each Certified Service Center is asked to have a storefront or other fixed, permanent and professional place of business suitable to the nature of the business and that complies with all applicable zoning laws. Exceptions to the visible repair facility requirement will be reviewed by the Certification Oversight Committee.

**► INSTRUCTIONS: Click on each square to upload an image. Your images should show: (a) storefront, (b) store lobby or reception area, (c) service vehicle, and (d) primary customer parking area. Initial the statement of agreement at the bottom of the page.**



I certify that our location complies with all applicable zoning laws.

**Initial here**

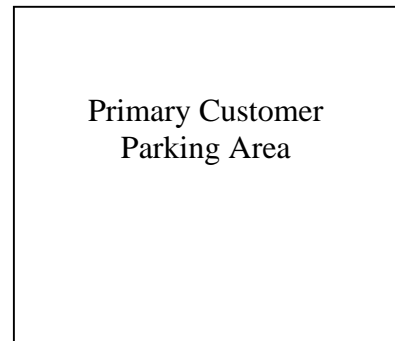
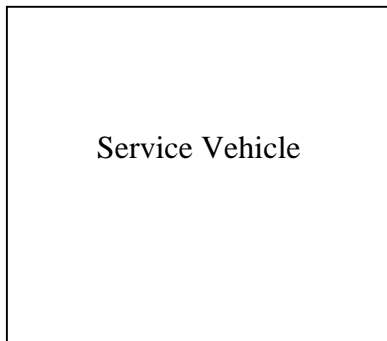
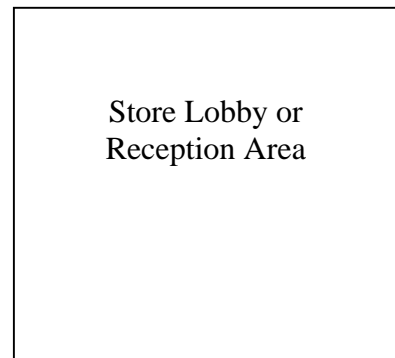
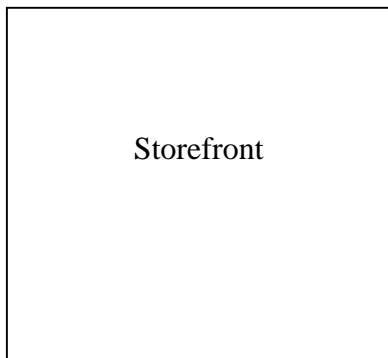
**Date Signed**



**Requirement 1: Satellite Facility 1**

Each Certified Service Center satellite location is asked to have a storefront or other fixed, permanent and professional place of business suitable to the nature of the business and that complies with all applicable zoning laws. Exceptions to the visible repair facility requirement will be reviewed by the Certification Oversight Committee.

**► INSTRUCTIONS: Click on each square to upload an image. Your images should show: (a) storefront, (b) store lobby or reception area, (c) service vehicle, and (d) primary customer parking area. Initial the statement of agreement at the bottom of the page.**



I certify that our location complies with all applicable zoning laws.

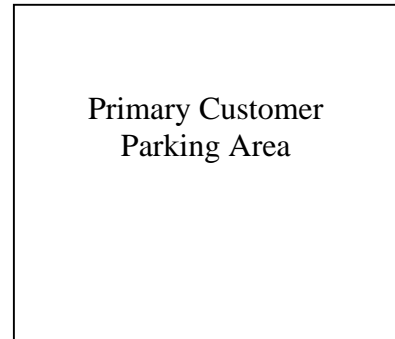
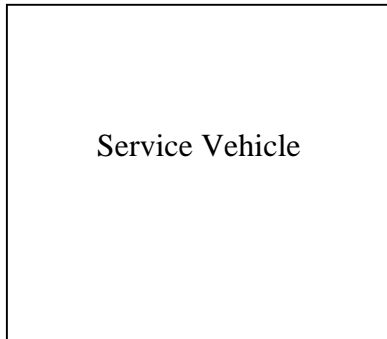
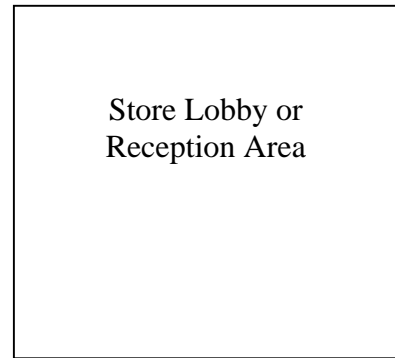
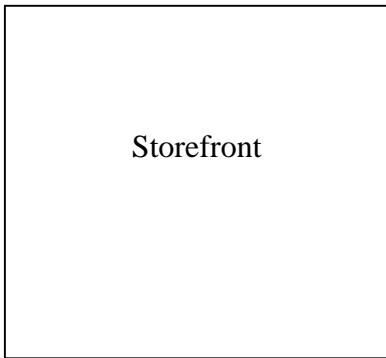
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**Initial here**

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**Date Signed**

**Requirement 1: Satellite Facility 2**

Each Certified Service Center satellite location is asked to have a storefront or other fixed, permanent and professional place of business suitable to the nature of the business and that complies with all applicable zoning laws. Exceptions to the visible repair facility requirement will be reviewed by the Certification Oversight Committee.

**► INSTRUCTIONS: Click on each square to upload an image. Your images should show: (a) storefront, (b) store lobby or reception area, (c) service vehicle, and (d) primary customer parking area. Initial the statement of agreement at the bottom of the page.**



I certify that our location complies with all applicable zoning laws.

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**Initial here**

\_\_\_\_\_  
**Date Signed**

**Requirement 2: Adherence to Code of Conduct**

Each Certified Service Center™ shall agree to abide by the established code of ethics.

**► INSTRUCTIONS: Read the following CSC code of ethics and initial the statement of agreement at the bottom of the page.**

**Code Of Ethics**

- We will conduct business in a manner that will insure the confidence of our customers.
- We will not participate in any false or misleading advertising.
- We will provide an estimate of charges before work is performed.
- We will perform only such service as is necessary and authorized by the customer.
- We will provide new and first quality parts, unless otherwise specified.
- We will provide accurate invoices that list all parts that were used and service that was performed.
- We will resolve all complaints promptly and courteously.
- We will handle customer property carefully and will maintain insurance to protect this property while in our control.
- We will strive to continually improve the image and reputation of our industry.

We agree to abide by the CSC Code of Ethics outlined above.

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**Initial here**

\_\_\_\_\_  
**Date Signed**

### Requirement 3: Industry Approved Equipment

Each Certified Service Center™ shall have and maintain in good repair the industry approved minimum test equipment for each product category for which they are certified. For information on recommended test equipment please go to [www.c-csc.org/CSC/equipment.html](http://www.c-csc.org/CSC/equipment.html).

#### Test Equipment

Please refer to the CEA/CSC Recommended *Test Equipment Reference List* for required minimum test equipment in the following areas:

- Appliances
- Audio/Video
- Biomedical
- Communications
- Computers
- Consumer Electronics
- Office Equipment
- Mobile
- Satellites
- Security Systems

**► INSTRUCTIONS: (1) Attach a list to your email of your required test equipment for each product category. (2) Initial the certification statement below.**

I certify that we have the industry-approved test equipment for the following product categories (circle those that apply). Please include the model number for test equipment that may be valued at more than \$500.

- Appliances
- Audio/Video
- Biomedical
- Communications
- Computers
- Consumer Electronics
- Office Equipment
- Mobile
- Satellites
- Security Systems

I certify that we have and will maintain the required test equipment.

\_\_\_\_\_  
**Initial here**

\_\_\_\_\_  
**Date Signed**

**Requirement 4: Customer Service Program**

Each Certified Service Center™ agrees to have a written customer service program that includes a customer communication and relations process.

The written policy should:

- outline the procedures used to inform customers of the following: (a) estimates, (b) revised estimates, (c) parts to be ordered, (d) parts on backorder, (e) completion of repair, (f) service delays and (g) field service appointments.
- describe the methods used to gather information from the customer regarding the perceived quality of service received.
- describe how this information is then used to improve the level of service provided to the customer.
- include copies of surveys, charts and reports that are utilized for this purpose.
- explain the process used to resolve a customer complaint -- including a list of each step of that process, the person responsible for that step and the required time frame for action.
- be posted for customer inspection.

*If your business does not yet have a written Customer Service Program, contact one of the CSC association headquarters. Most will supply you with a typical approvable policy and examples that you can adapt for your business.*

**► INSTRUCTIONS: (1) Attach to your email a copy of your customer service policy. Be sure it covers each of the bullet points above. (2) Initial the certification statement below.**

I certify that our customer service program is followed as described.

\_\_\_\_\_  
**Initial here**

\_\_\_\_\_  
**Date Signed**

Note: A discount will be given off the base application fee for service centers with one or more employees who have completed an approved customer service certification. Approved certifications include: Customer Service Specialist – CSS (by ETA) and Certified Customer Specialist – CCS (by PSA).

## Requirement 5: Technical Certification

At least 25% of all technicians and technical workers employed by each CSC applicant must be certified by a recognized national certification provider. Upon renewal, 25% or more of technicians employed by each CSC must have journeyman level certifications.

ETA, PSA and ISCET have entry-level (associate) certification programs. Other certification provider programs will be considered by the CSC Certification Oversight Committee on a case-by-case basis.

### Approved Journeyman Level Certifications

<b><u>Appliance Certification</u></b>	<b><u>Organization</u></b>
Certified Appliance Professional	PSA
NASTEC	NARDA/ISCET
Certified Technician – Appliances	USA
Certified Appliance Technician	ISCET
<b><u>Audio/Video Certification</u></b>	<b><u>Organization</u></b>
Certified Electronics Technician	ETA or ISCET
<b><u>Biomedical</u></b>	<b><u>Organization</u></b>
Certified Electronics Technician	ETA or ISCET
<b><u>Communications Certification</u></b>	<b><u>Organization</u></b>
Certified Electronics Technician	ETA or ISCET
NARTE Tech Certification, Class 1 & 2	NARTE
NARTE Eng Certification, Class 1, 2 or 3	NARTE
<b><u>Computers/Office Equipment Certification</u></b>	<b><u>Organization</u></b>
Certified Electronics Technician, Computer	ETA or ISCET
Certified Network Computer Technician	ETA
Computer Service Technician	ETA
Certified Network Systems Technician	ETA
A+ Certification	CompTIA
Microsoft Certified Systems Engineers	Microsoft
<b><u>Consumer Electronics Certification</u></b>	<b><u>Organization</u></b>
Certified Electronics Technician	ETA or ISCET
<b><u>Mobile Certification</u></b>	<b><u>Organization</u></b>
Mobile Electronics Certified Professional	ETA or ISCET
<b><u>Satellite Certification</u></b>	<b><u>Organization</u></b>
Certified Electronics Technician	ETA or ISCET
Certified Satellite Installer	ETA
Small Dish Installation Certificate	SBCA
<b><u>Security-Alarms Certification</u></b>	<b><u>Organization</u></b>
Certified Electronics Technician	ETA or ISCET



**Requirement 6: Service Manager Certification**

Each Certified Service Center™ shall employ at least one manager who has passed the Certified Service Manager exam, the equivalent approved management training courses, or a two-year associate business degree (or higher).

**Approved Service Manager Certifications**

- Certified Service Manager - PSA
- Certified Service Manager – NESDA
- Certified Service Manager – ETA
- Certified Administrator: Service - USA
- National Association of Service Managers Certification
- 2 year Associate Business Degree or Higher

**► INSTRUCTIONS: (1) List the name of the manager who has passed an approved Certified Service Manager examination or approved management training course (as outlined above). Include the certification ID number. (2) Initial the certification statement below. (3) Include degree or certification ID# and which certifying agency your CSM has been approved by if applicable.**

Name	Title	Certification	Certification #	Organization

I certify that our company complies with the service manager certification requirements outlined above.

\_\_\_\_\_  
**Initial here**

\_\_\_\_\_  
**Date Signed**



**Requirement 7: Licensing Requirements**

Each Certified Service Center™ shall comply with all federal, state and local business licensing and zoning laws.

**► INSTRUCTIONS: Please read and initial the certification statement below.**

I certify that our company complies with all federal, state, and local licensing laws.

\_\_\_\_\_  
**Initial here**

\_\_\_\_\_  
**Date Signed**

**Requirement 8: Insurance Coverage**

Each Certified Service Center™ agrees to maintain insurance coverage for business liability and customer merchandise.

**► INSTRUCTIONS: Click on the square to upload an image of the cover sheet of your current insurance, which shows the effective dates and coverage. Read and initial the certification statement below.**

Current Insurance Cover Sheet

I certify that our company maintains and will continue to maintain the insurance coverage specified above.

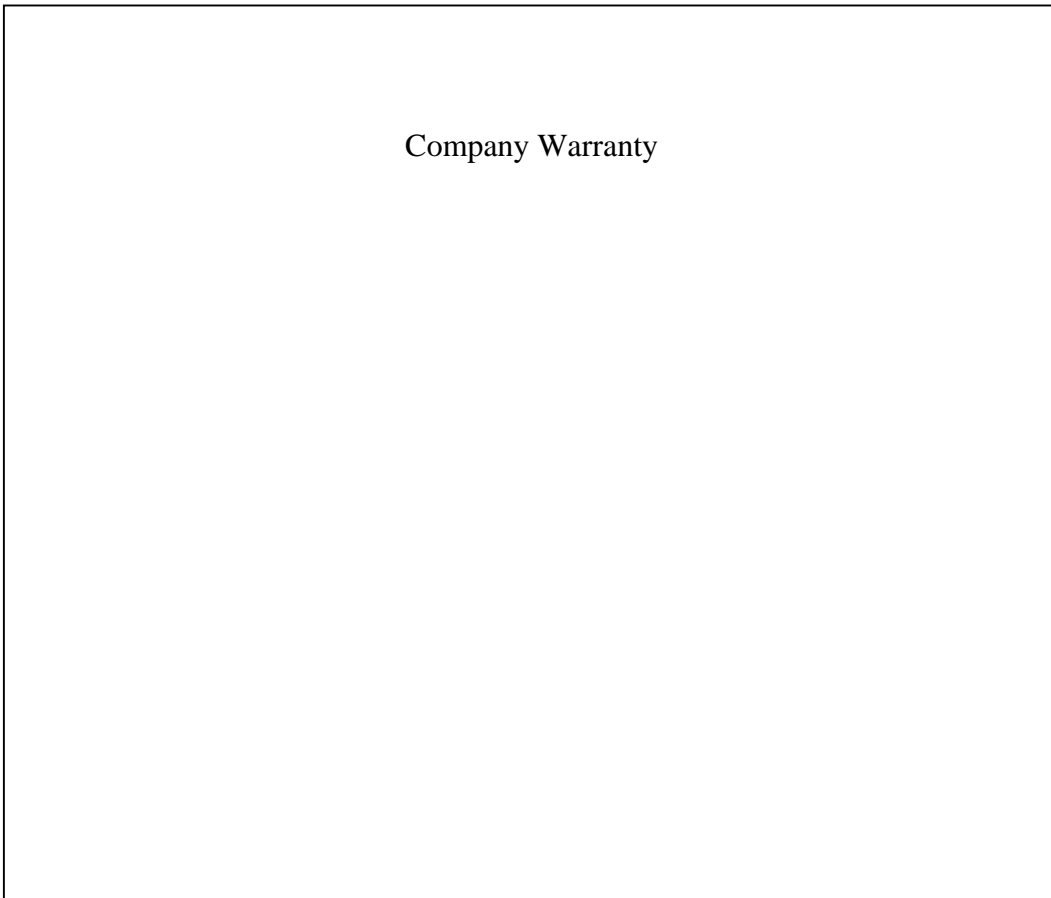
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**Date Signed**

**Requirement 9: Service Warranty**

Each Certified Service Center™ shall provide a reasonable warranty on labor performed and on parts replaced from the date the product was returned to the customer. Each service center shall post warranty policy and comply with local, state, and federal warranty laws.

► **INSTRUCTIONS:** Click on the square to upload an image of your company warranty.



I certify that the attached document is an actual copy of our actual company warranty.

\_\_\_\_\_  
**Initial here**

\_\_\_\_\_  
**Date Signed**

### **Requirement 10: Professional Appearance**

Each Certified Service Center™ shall:

- display prominent signage on the outside of the building that clearly identifies the business and meets all applicable codes
- maintain a neat, clean and professional appearance
- maintain a written dress code for the employees that greet the public including employees that assist the customer in person and those that assist the customer in the field. The dress code should include a statement describing the image that the employee should project, a statement that describes any required elements of dress, appearance and grooming, and a statement that describes any prohibited elements of dress, appearance and grooming.

*If your business does not yet have a written Dress Code Policy, contact one of the CSC association headquarters. Most will supply you with a typical approvable policy and examples that you can adapt for your business. The fee for these is nominal.*

**► INSTRUCTIONS: (1) Attach to your email a copy of the company dress code and initial the certification statement below.**

I certify that our company abides by the dress code attached.

\_\_\_\_\_  
**Initial here**

\_\_\_\_\_  
**Date Signed**

**► You are now finished!**

**Be sure to print a copy of your application using the “Print” button for your records. You can either submit the application by mailing your printed form and all applicable documents to your sponsoring organization. You may also submit by using the Submit button, which will email a copy of this form to C-CSC. Please be sure to attach all applicable documents to your email before sending.**

*This application is submitted for the sole purpose of attaining C-CSC certification. All information contained herein will be considered during the approval process and held in the strictest confidence by C-CSC, the associations that comprise C-CSC and the servicer who has submitted this application. During the course of the approval process, further information may be requested by C-CSC from the applying institution.*