

The CSC designation is supported by the following leading manufacturers:

- Appliance Parts Distributors Association
- Dey Appliance Distributers
- Digital LG-Zenith Service
- Electrolux
- Flarion Technologies
- Fisher & Paykel
- Haier Appliances
- Hitachi America Ltd., Digital Media Div.
- JVCKENWOOD Corporation
- Maytag
- Microsoft
- Mitsubishi
- Motorola Solutions
- 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

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Contact Your Local Certified Service Center:



**CERTIFIED
SERVICE
CENTER**



**You've bought quality—
*keep it new!***

www.c-csc.org



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.

Why should I choose a Certified Service Center?

Each approved CSC exhibits specific business practices designed to help promote a continuous strong emphasis on quality service and customer satisfaction.

An approved CSC has undergone an extensive review of their management and customer service policies, dress code, adherence to federal and local regulations, insurance coverage and technician qualifications to assure that you the customer experience the best quality of service on your product that is available today.

What are the benefits from doing business with a Certified Service Center?

- Customer Satisfaction is Our Top Priority
- Nationally Certified Technicians
- Nationally Certified Customer Service Personnel
- Nationally Certified Service Manager
- Verification of Good Business Practices
- Written Warranty and Customer Service Policies
- Industry Approved Equipment
- Professional Appearance
- Insurance Coverage
- Code of Conduct

How does a facility become CSC Certified?

Technicians and technical workers employed by each CSC applicant are certified by a recognized national certification provider.

Each Certified Service Center has a manager who has passed the national Certified Service Manager (CSM) exam, the equivalent approved management training courses, or an approved business degree.

What kinds of repair facilities participate in the Certified Service Center program?

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

- Audio Video Service Centers
- Biomedical Service Centers
- Communications Service Centers
- IT Service Centers
- Satellite Installation Service Centers
- Consumer Electronics Service Centers
- Appliance Service Centers
- Security System Service Centers
- Office Equipment Service Centers
- Photovoltaic Service Centers

For more information about the CSC program contact one of the following organizations:

**Consumer
Technology
Association™**

(703) 907-7655



(800) 288-3824

EWA Enterprise
Wireless
Alliance®

(800) 482-8282



(888) 777-8851