



# What Happens If Your SPF Equipment Is Out of Warranty

Extended Warranty. Satisfaction Guaranteed. Lifetime Warranty.

Most of us are familiar with this customer service-related parts and labor terminology.

However, as we have mentioned in previous eBooks, *customer service* is a phrase that gets tossed around a lot these days.

And, yet again, we pose the familiar question: Do any companies actually practice what they preach when it comes to delivering this type of “promise” ?

# A Point of Differentiation

Have you ever bought equipment or products from a company because you knew *they'd look after you well*? Or, in other words, you knew they would go above and beyond your expectations when it comes to your customer service experience.

If you said "yes," you've been influenced by a company that uses customer satisfaction as a point of differentiation.



# We Go Beyond the 'Basics'

Once upon a time, companies stood by their products. Unfortunately, this is not necessarily the case for many of them competing on the market today.

The good thing is that some companies still do, and that's part of the reason they have the reputation they do.

When it comes to making Spray Polyurethane Foam (SPF) insulation- related purchases, we believe the best way to build customer loyalty is by not just honoring the terms of a warranty, but going above and beyond it.

A full service equipment and parts supplier, Intech Equipment and Supply features a wide range of industry manufacturers, providing the best in trusted industry equipment and backed by accessible, expert customer service. Our online store features equipment for spray foam insulation, spray foam equipment parts and turnkey mobile spray rigs, as well as traditional roofing equipment and safety equipment.

Let's say you have a warranty issue and you purchased your mobile spray rig from our store, we stand behind what we sell you, and fix or replace any parts as quickly as possible. No questions asked.

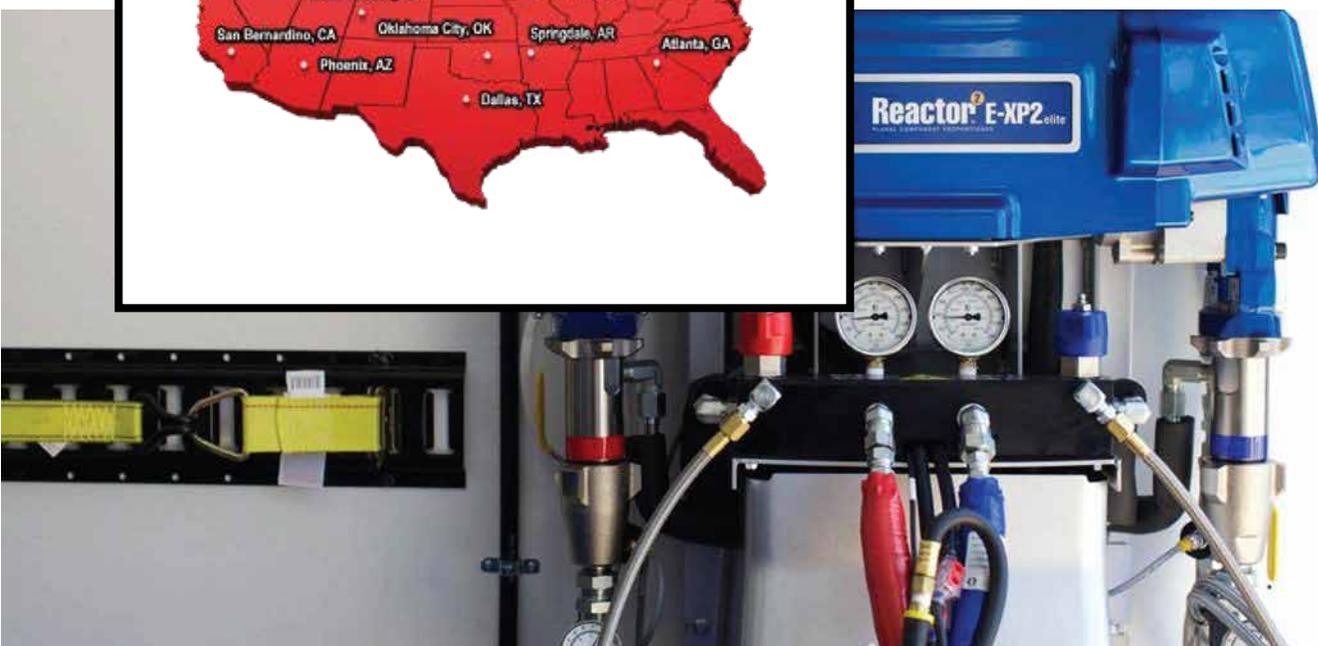
With our easily accessible team of experts, there's no red tape to navigate through. Furthermore, our knowledgeable, highly-skilled customer service representatives can effectively and efficiently walk customers through a repair over the phone the same day. And should your equipment issue require in-person assistance, we also send technicians out to your location within one day.

At Intech, we tend to have more opportunities to take care of a customer in warranty over our competition because of the strong business relationships we have developed over the years with our manufacturers," said Keith Coultrap of Intech. " Whether it's your trailer or a spray foam machine, we have certain advantages thanks to our company's size and solid reputation in the SPF industry.

From Day One, our support team strives to keep customers spraying and carrying on with their daily tasks and responsibilities.

Intech's world class, technical support staff boasts more than 400 years of combined experience, complementing our main branch locations in three different time zones, including Arizona, California, Texas and Arkansas. This is what helps make us unique –to date, we are not aware of any other SPF equipment providers in the U.S. that provide more than one location.

Intech also has mobile techs and representatives strategically located throughout the country, as well as a vast network of independent representatives and authorized sub-distributors. Regardless of your location, Intech can immediately assess via phone or in-person your equipment, recommend solutions, fulfill parts orders, and get your equipment up and running in the shortest amount of time possible.



# Some Final Thoughts

As Benjamin Franklin said: "Well done is better than well said." We couldn't agree more, Mr. Franklin.

At Intech, our goal is to build the customer relationship by providing continuous, superior support. But most importantly, we are simultaneously working hard to develop and maintain long-term customer relationships for life.



# About Us

Founded in 1995, **Intech Equipment & Supply** is an independent, full service spray foam and coatings equipment integrator and parts supplier offering equipment, parts, turnkey mobile spray systems and expert technical assistance.

Intech's key customers are commercial roofing contractors, insulation contractors, asphalt coatings contractors and the materials suppliers that serve those customers. Typical markets served are spray foam insulation, spray foam roofing, commercial roof coatings, single ply roofing, and colored asphalt coatings applications.

A world class technical support staff with more than 400 years of combined experience complements our main locations in Arizona, California, Texas and Arkansas, representing three times zones. We also have mobile techs and representatives located throughout the U.S., which includes a vast network of independent reps and authorized sub-distributors.

**Intech Equipment & Supply** has been recognized by Graco as a Top 20 Graco HPCF North America Distributor for six years in a row, including 2010, 2011, 2012, 2013, 2014 and 2015.

For more information, visit [www.intechequipment.com](http://www.intechequipment.com)

