

HOW TO GET BETTER SERVICE ON YOUR MACHINE

Do not call for service until everyone concerned has had time to form an opinion as to what is wrong. Allow each person a chance to correct the problem. Whenever possible, all controls and adjusting screws should be turned.

After several days, when the machine malfunction has become a major emergency, place an urgent call for service. Fridays are ^{best} ~~bet~~, but any day after 4 pm is OK.

Alert all personnel so that each can give their version of what is wrong. Suggestions on how to fix the machine will be welcomed by the technician.

Hide the service history log that is found inside the machine. Make several references to the man who was here for the SAME PROBLEM last week.

Have at least 8 graduate engineers present to ask highly technical questions which are in no way related to the immediate problem.

The minute the technician arrives, ask what caused the delay. Make it clear that you expected him 2 days ago. Before he can answer, ask when the machine will be back in service.

The machine should be as dirty and greasy as possible. A mixture of oil and pencil sharpener shavings work well. If the machine has electrical components, add staples and paper clips.

Assign someone to supervise the repair. A person who has never seen the machine before is preferred. Bad breath is a plus.

Ask when the machine will be ready. Do this when the machine is in 800 pieces and spread out on the floor.

Be sure the lights are off in the room where the machine is to be repaired, a good technician should be able to fix it blindfolded.

If the technician is looking at a schematic diagram, ask if he knows what he's doing. Also mention that you fixed your toaster last week without a schematic.

When the repair is completed, tell him what a swell job he did. Tell him the job should be swell, it took long enough.

Try to get him to lower the bill---technicians make too much money anyway---

After he is gone, call his supervisor and say the machine is worse now than before. Follow up with a letter and copies to the home office.

Follow these rules ~~any~~ call, no matter how small the problem.