

FAQ

Sales

- [I recently ordered new equipment. How long will it take to arrive?](#)
- [I would like to order new or additional equipment. Who should I contact?](#)

Maintenance

- [How do I schedule a service call?](#)
- [Does Symco Group provide click charge maintenance?](#)
- [What type of equipment do you support?](#)
- [What kind of coverage do you offer?](#)
- [What is included in your service agreements?](#)
- [Is your service guaranteed?](#)

Invoicing and Payment

- [Does Symco Group offer financing?](#)
- [Can I pay my invoice with a credit card?](#)

General

- [Why should I choose Symco Group?](#)
- [Can we transfer our Symco Group support agreement if we sell our equipment?](#)
- [What are your hours of operation?](#)

Sales

I recently ordered new equipment. How long will it take to arrive?

Supplies and new equipment that is in stock can be overnighted if required. For items that need to be remanufactured, the typical delivery estimate is 30 days or less. Estimated delivery will be provided upon order being placed. If you need additional information regarding the status of your order, please contact us at 1-800-878-8002.

I would like to order new or additional equipment. Who should I contact?

If you already know your sales representative, you can contact them directly by calling 1-800-878-8002. If you do not know your sales representative, please call 1-800-878-8002 and let the operator know your location and you will be directed to the correct sales representative.

Maintenance

How do I schedule a service call?

All of our Field Service Representatives are scheduled through our corporate office in Georgia. Please contact the Service Department by phone at 1-800-878-8002 (USA) or +1-770-451-8002 (International) or by e-mail: service@symcogroup.com

Does Symco Group provide click charge maintenance?

Yes. Symco Group provides click charge or usage based maintenance options on printers and check processing equipment. This option allows customers flexibility and a variable cost base that help manage cash flow by aligning revenue and expenses. For click charge maintenance plans, clients have the option of including supplies within the charge.

What type of equipment do you support?

Symco Group supports mail insertion equipment, production print equipment, pre- and post-equipment, mail sorting equipment, mainframes, and financial equipment such as check sorters, teller equipment, and ATM's. Our primary OEM verticals include IBM, Ricoh, Xerox, Océ, Pitney Bowes, Bowe Systec, Bell and Howell, GBR Systems, Hunkler, Roll Systems, Moore, Stralfors, Lasermix, Datacard, Otto Kunnecke, NCR, Canon, and Digital Check. We also support auxiliary products such as servers, disk subsystems, RAID, and networking gear from all major manufacturers.

What kind of coverage do you offer?

Symco Group realizes your business is unique and when you need coverage, it can't come in a boxed solution.

Whether you need five days per week eight hours per day coverage or seven days per week twenty-four hour per day dedicated shift coverage, Symco Group can build a plan to fit your needs.

What is included in your service agreements?

Our service agreements are all inclusive including parts, travel, and custom preventative maintenance (PM).

- A single point of contact for all service calls – hardware, software, network, supplies, and operational issues.
 - Live dispatching 24/7
 - Customized Preventative Maintenance (PM) plans
 - Guarantee spare parts levels
 - Customized Service Level Agreements (SLA's)
-

Is your service guaranteed?

Yes. We've never lost a client because they were not happy with our service and we do not intend to start. We are all judged on one thing and ultimately it's our clients' satisfaction and value we provide. If you are not satisfied with our services or solutions, we provide a 100% satisfaction guarantee.

Invoicing and Payment**Does Symco Group offer financing?**

Yes. Symco Group offers [financing options](#) to qualified applicants on new equipment orders.

Can I pay my invoice with a credit card?

Yes. You may pay by phone using your credit card. We accept Visa and Mastercard. Our Customer Service Department will be happy to process your payment for you. Please contact 1-800-878-8002 for assistance.

General

Frequently Asked Questions about Symco Group, our products, and services

Why should I choose Symco Group?

Symco Group has a long history of providing solutions and services to our clients. In fact, we've been successfully doing this since 1982. Our technicians are all fully trained and qualified in areas such as mission critical electromechanical repair, system configurations, and much more. With our high standards concerning customer satisfaction and computer maintenance we provide you, our client, with the optimum value for your money of any provider in the industry.

Our clients can expect savings of 30%–50% off the manufacturers rates while receiving the same high level of support you are used to or in most cases better service. For the vast majority of clients with multi-vendor operations, having one provider reduces the headache of managing multiple vendors and eliminates the unnecessary finger pointing often associated with this type situation.

Can we transfer our Symco Group support agreement if we sell our equipment?

Yes, as long as Symco Group has either an internal service representative or a Symco Group service partner within the area that the equipment is sold and installed. Symco Group will provide a service agreement to the buyer no questions asked. Prior to selling the equipment, please contact Symco Group at 1-800-878-8002 to find out about coverage availability.

What are your hours of operation?

Our headquarters are open Monday through Friday 8:30am to 5:00pm eastern time.

However as a service company with twenty-four hour coverage three hundred and sixty five days per year, we are always available. If you need service, call 1-800-878-8002 any time day or night.
