



Palmetto Controls, Inc.  
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Fax (803) 779-8191  
[www.palmettocontrols.com](http://www.palmettocontrols.com)

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## HOW TO INITIATE A SERVICE REQUEST...

Customer Service is a top priority at [Palmetto Controls, Inc.](http://www.palmettocontrols.com) and we are always looking for effective ways to provide efficient service for your facility.

The current procedures for placing service calls are as follows...

### NORMAL HOURS: (M-F 8AM-5PM)

#### Requests via Phone (Standard Priority or **Emergency** Calls)

- Call our main line at [\(803\)239-2492](tel:8032392492) and ask to speak with the Service Dept.
- Provide our dispatcher with your contact information and nature of the service request.
- A work order will then be entered into the system, and the next available technician will be given the request.
- The technician will notify you of their findings via phone call and/or email.

#### Request via Email (Standard Priority **ONLY**)

- **Non-emergency** service requests can be sent to [service@palmettocontrols.com](mailto:service@palmettocontrols.com)
- Provide the following: *Site Name, Your Name, Contact Info, and Nature of Service Needed.*
- A work order will then be entered into the system, and the next available technician will be given the request.
- The technician will notify you of their findings via phone call and/or email.

### AFTER HOURS, WEEKENDS AND HOLIDAYS

Please call our main line at [\(803\)239-2492](tel:8032392492) and leave a message for our 24/7 dispatch team.