



**FIELD ENVIRONMENTAL
INSTRUMENTS, INC.**

- Rentals
- Supplies
- Sales
- Service

ENVIRONMENTAL EQUIPMENT AND FIELD SUPPLIES

Tech Support When You Need It Most.

FEI knows you can't afford downtime during any phase of your project. For this reason alone a number of quality control measures and support efforts are taken before, during and after equipment rentals.

How does FEI prepare equipment?

- Customer service representatives review the order with service technicians.
- Service technicians perform quality control assessment, cleaning and calibration; complimentary supplies such as batteries, filters are included with order.
- Shipping department staff carefully packages equipment, supplies, peripherals, return labels and instructions.

GOAL: *To rent equipment that works out of the box and for the duration of rental.*

What if you need technical help?

- Call FEI's 24-hour Tech Support at 800-393-4009.
- Because equipment can be compromised during shipping, orders are delivered one day prior to your rental start date so you can check operational status.
- Project site conditions are never ideal and any number of factors can cause equipment to malfunction. Most issues are solved with a call to tech support.

GOAL: *To have the most experienced, reliable technical support team.*

What happens when equipment is returned?

- FEI's technicians assess equipment as soon as it arrives at any of our offices.
- Equipment is cleaned, calibrated, serviced before it is placed back in the rental pool.

GOAL: *To warehouse well-maintained, working equipment at all offices and stand ready to fulfill customer orders when they are placed.*

Pittsburgh, PA
800-393-4009

Kansas City, KS
866-580-5499

Minneapolis, MN
866-580-5512

Exton, PA
866-648-8607

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866-620-6762

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