

1. Selectronic® issues are reported by Sales, End Users, Contractors or Installers to the CRT Team

- **Hotline:** (844) CRT-TEAM / (844) 278-8326
Email: sensor@americanstandard.com or CRTTEAM@americanstandard.com
- **Required information includes:**
 - Job site name, location, and contact
 - Model number and quantity
 - Date of installation
 - Date that problem started
 - Provide detailed description of problem

2. Complaint is documented in CRM System. Reference number is assigned

3. CRT Team troubleshoots over the phone as possible. Will ship parts if necessary

- **Escalation with second level CRT Team is done as needed**
(Product Managers, Technical Supervisors, Engineers)

4. CRT Team will assign a SERVICE TICKET through CRM if On-Site Service/Repair is required

- ASB Field Team or CRT Agent will be dispatched for the service call
- SERVICE TICKET is emailed to the CRT Service Agent, CRT Team, DSM, and Sales Rep
 - Payment will not be made to any Service Agent without a formal CRM SERVICE TICKET
- If the problem is not determined to be warranty, Selectronic CRT Team may recommend a Repair Agent and provide phone number to customer to address issue on their own
- If a CRT Service Agent is not local, the CRT Team will work with installing plumber

5. Follow up call is made to CRT Service Agent to finalize service ticket

- CRT Team updates notes in CRM and informs Rep and MD of result of Service Agent visit
- CRT Team closes out service ticket
- Invoice is processed 30 days after receipt. Ticket number must be included on invoice

