

# How to Find the Best Copier Service

When it comes to your copier and the maintenance required to keep it running, it's important to choose the best copier service company that can provide the highest quality repair. Many companies offer service and claim to be the best, but what are the most important qualities to look for when choosing who really will provide the best service for your copier?

- Authorized dealer certification with manufacturer support
- Certified and factory trained technicians with required training and qualifications (including ongoing education that stays up-to-date with the latest software and firmware)
- Certification level and experience of technicians
- Pro-Tech awarded dealership for any Konica Minolta dealer
- Documented excellent service response time
- Callback and first call success rate
- Live dispatch with immediate friendly assistance
- Remote support with customer interaction capability
- Online portal for 24/7 access to your account (placing service calls, checking service call status, checking account balances, and more)
- Access to OEM parts and supplies
- Locally stocked warehouses for timely parts and supplies
- Good reputation, willing to provide references
- Satisfactory replacement guarantee
- Loaner program

Not all copier companies are authorized dealers and therefore are not able to provide or perform the services that your copier needs. This can cause work to be subpar and they will not have access to OEM parts and supplies. It is also very important for technicians to be certified and be involved with ongoing training. Technology is constantly changing, and it is important that certified technicians stay up-to-date on their training.

When evaluating different companies for copier and printer service, asking about the factors listed above will help ensure you choose the best copier repair available.

