



Supply and Service - Utilizing the Machine Identification Tag



All machines will be tagged with a 2" x 3" identifier as shown in the example above. This tag contains all of the information needed to place supply or service call. The procedure for contacting customer service is as follows:

1. Option a: call 1-877-434-0012 (A)
Option b: email (B) service@gfidigital.com for service or supplies@gfidigital.com for supplies
2. Within your call or email include the following:
 - a. Your contact information (name, email or phone number)
 - b. Your company name
 - c. The equipment ID number (C)
 - d. The nature of your call.

Please note, the equipment ID number ties the following information to your account:

- a. Location of your machine
- b. Make/model of your machine

Service calls are included with the SIUC contract - no additional charge to departments.
Toner is included with the SIUC contract - no additional charge to departments.
Staples **are not included** with the SIUC contract - these will be billed to the department.

GFI Digital will never call for details on your machine(s) to solicit toner sales/replenishment. Calls of that nature are generally associated with toner pirating.