

How to Submit a Service Call

OPTION 1

Call Office Advantage at **866-732-4675**

- The call will be answered by one of our local offices in Mitchell or Sioux Falls, SD.
- If your service request is urgent, this will be the best method to get it dispatched quickly.

OPTION 2

Submit a ticket online using our website:

<https://www.officeadv.com/request-service>

- Fill out the form and submit.
- We will call or email you back within 2 hours.
- If time submitted is within 2 hours from end of day, your callback may be moved to next business day.

Please fill out the form to request service.

First Name
Last Name
Company
Email
Phone
Serial Number or Equipment Number (E.g. E-1234)
Make or Model of Device


Description of the Issue *

Please include any error codes in this box.

Is your device inoperable? *

Yes
 No

I'm not a robot

 **Submit Service Request**

Your first name

Your last name

Your company's name

Your email address

Your phone number (if your phone does not reach the device, it may be best to list a mobile number for troubleshooting purposes)

Serial number or equipment number of the device (this information should be listed on our sticker attached to the front or top of device)

Make & model of device (this information is usually on the front of the device)

Description of issue (Please be as detailed as possible. If lines on pages, does this happen to both prints and copies, or copies only? If a jam, where is it jamming?)

Is your device inoperable (Is it completely down and unusable in its current state?)