

CUSTOMER PAINTED EQUIPMENT

1. GENERAL

- 1.01 This section outlines in general the procedure to be followed by Repairmen and Installers in handling cases of Customer Painted Equipment, except subscriber sets (bell boxes) which need not be reported.
- 1.02 Where painted equipment is found in connection with a complaint of unsatisfactory appearance or service difficulty, the customer will be charged for the subsequent restoration of the equipment to standard.
- 1.03 Where painted equipment is found and a substitution is necessary because of paint, the customer will be charged the regular substitution charge in addition to a charge for restoring the equipment to standard.
- 1.04 The customer will be advised of these charges by the Business Office.

2. REPORTS

- 2.01 When painted equipment is discovered by Repairmen and Installers on a visit to the customer's premises, he shall give a report to the Repair Service Bureau, indicating the type and amount of equipment painted by the customer, the nature of finish applied, and the serviceability of the equipment.
- 2.02 Where painted equipment is found and it is necessary to substitute parts, such as broken hand set handle, mouthpiece, transmitter, receiver or cap, such parts shall be replaced with parts having standard finish. If the customer objects to the appearance after parts have been changed, and requests a substitution of the complete instrument, the workman shall notify the customer that there is a substitution charge for making this change and that he will have the Business Office advise him of the charges involved, and when the change can be made.