



AFTER HOURS

800-367-3862

**Equipment failures don't always happen between 8am and 5pm
We realize this and back you up every Night, Weekend and Holiday**



We do not use a pager, handed off cell phone, answering machine or automated attendant
This number is answered 24hrs a day, 365 days a year by a live person located in a central call center.

1. Your call is answered by the live call center attendant. You will be asked for your name, company, the best way to reach you, and your issue.
2. Your primary contact will return your call, but if your primary contact was unavailable, your call will be returned by the first person the call center was able to contact on our phone tree. It should be no more than 5-10 minutes from when you hang up with the call center, but we ask that you call back if you have not had a return call within 20 minutes.
3. Once your call is promptly returned, we will check our local inventory first, then our other branches for your desired part or an acceptable substitution. We provide you the option to pick up the part or have it immediately delivered. In the event that your part is not in ES&E's inventory then the person on the phone will be able to check many of our manufacture's inventory. The manufacture will then have the part delivered to you via the next comercial flight, which we will provide you tracking information, and the option to have the part delivered to you, from the airport.



APEX
(TRIANGLE AREA)
1000 CLASSIC ROAD
919-363-4800



GREENSBORO
(TRIAD AREA)
1812 EAST WENDOVER AVE
336-272-4123



ROCKY MOUNT
(EASTERN N.C.)
147 RED IRON ROAD
252-446-0315

We hope that you are able to avoid after hours downtime, but please give us a call if you find yourself in this situation. Please let us know if we were able to meet your expectations, or if you were not satisfied. We strive to resolve your afterhours problem as quickly and professionally as possible, so any feedback you can give us is greatly appreciated.