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.