

Overview of Samsung's authorized Five Star Service Center (FSSC) Program

What is a Samsung 5 Star Service Center (Samsung FSSC)?

A Five Star Service Center (FSSC) is an authorized Samsung 5-Star Solutions reseller that is also authorized, trained, and compensated by Samsung's Service Division to provide their clients with in-warranty repair service for Samsung products.

- ✓ As an authorized Samsung reseller AND Samsung Five Star Service Center your clients receive a seamless sales/service experience because the products that you have sold and installed are now eligible for service and repair support without the involvement of a 3rd party servicer.
- ✓ This program is offered exclusively to Samsung authorized resellers who are registered with the Samsung 5-Star Solutions program. Visit: www.samsung.com/custominstall to register.
- ✓ A FSSC is not required to service customers who purchased Samsung products from another authorized or unauthorized resale partners. FSSC's have the option to service and repair out of warranty products, but it is not required.

Advantages of becoming a Samsung authorized FSSC?

- ✓ **Direct Client Support:** With no 3rd party servicer involvement, this allows authorized FSSC's to deliver a quick and reliable, 5 Star direct service/repair experience for their demanding clients.
- ✓ **Streamlined Defective Solutions Process:** Through Samsung's direct toll free number, Samsung's dedicated technical support team can identify and provide quick approval for exchange and/or refunds for defective Samsung products and avoid multiple service trips by 3rd party repair companies.
- ✓ **Advanced Technical Training:** Authorized FSSC receives intensive training on how to troubleshoot and evaluate Samsung technical issues to quickly diagnose problems and provide solutions for clients. Training methods include: in-person training by a certified Samsung engineer, access to the Samsung e-learning portal, and a library of video/white paper and technical support solutions.
- ✓ **Service Compensation:** Samsung will compensate FSSC to troubleshoot, diagnose, and repair their client's Samsung products when an in-warranty issue occurs. This compensation addresses repair costs that may impact bottom line profits.
- ✓ **Advanced Technical Support:** As an authorized FSSC, your company will have direct access to Samsung advanced level of technical support via a toll-free number. This advanced technical support line strengthens your installation team's effectiveness in handling service and repair issues immediately. No need to rely or wait for a 3rd party servicer to address your customer's needs.
- ✓ **Samsung Parts Order Access:** Authorized FSSC's have access to Samsung internal parts ordering system that includes free shipping for quick and easy repairs when needed.

How to apply to become a Samsung authorized FSSC?

- ✓ **Apply On-Line:** click on the following link: <https://isaq.samsungsupport.com> for access to Samsung's Integrated Service Appliance & Qualification portal (ISAQ) and complete the application form. After completing and submitting an application, it will be evaluation by Samsung and a representative will contact you with the next steps in the FSSC set-up process.