

This is a reference document only.

The online application at c-csc.org should be used for any official submission.

Company to acknowledge: I understand that the complete application and payment for a renewing member must be provided to the CSC Administrator within 30 days of my company's certification expiration date. Thereafter, missing or incomplete information or non-payment in full will constitute a formal Expiration resulting in removal of the member listing on the C-CSC website, termination of CSC benefits, and notification of the member's supporting manufacturer, if any. Additionally, an expired member agrees to immediately remove all CSC certification references and all CSC logo items from their use, including but not limited to facility doors and windows, website, proposals and letterhead, company vehicles, emails, business cards, and clothing.

1. REPAIR FACILITY

CSCs shall have a storefront and other fixed, permanent, and professional facility necessary to conduct business consistent with the provision of the business. CSCs shall maintain at a minimum a fixed, permanent place of business to conduct their operations.

A company seeking CSC certification must identify all locations where a customer may visit for the purpose of engaging the CSC for repairs or installations. This includes all locations that are under the authority of the headquarters of the CSC. Sales-only locations need not be included.

If your Repair Facility location information and/or number of locations changes during the upcoming certification period, please send contact information and photos to admin@c-csc.org.

INSTRUCTIONS:

- a. Upload images of (i) storefront with signage, (ii) store lobby or reception area, (iii) service vehicle, and (iv) primary customer parking area.
- b. Acknowledge the statement: We certify that our location(s) comply with all applicable zoning laws.

2. ADHERENCE TO CODE OF ETHICS

CSCs shall agree to abide by the following code of ethics.

CODE OF ETHICS:

- a. Conduct business in a manner that ensures customer confidence.
- b. Not participate in any false or misleading advertising.
- c. Provide an estimate of charges prior to repair work being performed.
- d. Perform only necessary services approved and authorized by customers.
- e. Provide and install only quality parts, and if applicable, in compliance with federal regulations regarding customer licenses.
- f. Protect all customer property when in possession of customer equipment.
- g. Provide accurate invoices that list all parts that were used, and a complete description of the services performed.
- h. Respond to all customer service inquiries expeditiously and resolve all customer complaints promptly and courteously.
- i. Through adherence to these activities, promote the image and reputation of CSCs.

INSTRUCTIONS:

- a. Read the CSC code of ethics.
- b. Acknowledge the statement: we agree to abide by the C-CSC Code of Ethics.

3. INDUSTRY APPROVED EQUIPMENT

CSCs shall possess and maintain in good repair industry approved test equipment for each product category under which they receive certification.

INSTRUCTIONS:

- a. Select your industry below and refer to the CSC Recommended Test Equipment Reference List, <https://c-csc.org/equipment-lists/>, for required minimum test equipment:
 - ☐ Appliances ☐ Audio/Video ☐ Biomedical ☐ Communications
 - ☐ Computers ☐ Consumer Electronics ☐ Mobile ☐ Office Equipment
 - ☐ Photovoltaic ☐ Security Systems
- b. Specify the model number for test equipment that may be valued at more than \$500 in the space provided.
- c. Acknowledge the statement: I certify that we have and will maintain the required industry-approved test equipment.

4. CUSTOMER SERVICE PROGRAM

CSCs shall have a written customer service program published within their organization's website that incorporates required customer communication and relation processes. The program shall outline the procedures used to advise customers of estimates, revised estimates, parts to be ordered, parts on back order, completion of repairs, service delays and field service appointments.

The Customer Service Program shall also include:

- a. A description of the methodology used to gather information from customers regarding service quality.
- b. A description on how this information shall be utilized to improve the level of service provided to customers to include any surveys, charts and reports utilized for this purpose; and
- c. Approaches used to resolve customer complaints to include a list of the steps in the process, identification of the employee responsible for these steps, and the required time frame for each action and resolution including total time.
- d. This Policy should be posted for customer inspection.

INSTRUCTIONS:

Type or copy and paste your customer service policy in the space provided. Be sure it covers each of the bullet points above.

A sample Customer Service Program may be viewed at

<https://c-csc.org/wp-content/uploads/2023/10/CSC-Customer-Service-Policy-Template.pdf>.

5. TECHNICAL CERTIFICATION

CSCs shall have a minimum number of technicians and technical employees certified by a CSC-recognized provider of professional certifications (see application for list). For new CSCs the minimum number is at least 25% of employees; for renewing CSCs, at least 50%.

Other certification provider programs will be considered on a case-by-case basis by the CSC Certification Oversight Committee whose members include representatives from the founding industry organizations: EWA, ETA, and PSA.

INSTRUCTIONS:

- a. Provide a list of the certification ID numbers of the certified technicians employed by your company. Include the name(s) of the organization(s) through which your technicians are certified. If applying for refrigeration certification include the names of those technicians who are EPA-certified for refrigerant handling.
- b. Acknowledge the statement: I certify that our company complies with all technical certification requirements.

6. SERVICE MANAGER CERTIFICATION

CSCs shall employ a Service Manager with credentials that designate them suitable to oversee service operations. New CSCs may employ a Service Manager with either a Certified Service Manager (CSM) certification, or a two-year or higher Business Degree. Renewing CSCs shall employ a Service Manager with at least a Certified Service Manager (CSM) certification.

- Certified Service Manager – ETA, <https://www.etai.org>
- Certified Service Manager – NESDA, <https://nesda.wildapricot.org>
- Certified Service Manager – PSA, <https://psaworld.org>

INSTRUCTIONS:

- a. List the name of the manager who has passed an approved Certified Service Manager examination.
- b. Include the certification ID number and the name of the Certifying Agency which approved your CSM. For New applicants submitting credentials for a 2-year Business Degree, submit diploma or transcript.
- c. Acknowledge the following statement: I certify that our company complies with the service manager certification requirements outlined above.

7. LICENSING REQUIREMENTS

CSCs shall comply with all federal, state/province, and local business licensing, registrations, and zoning regulations.

INSTRUCTIONS:

Acknowledge the statement: I certify that our company complies with all federal, state/province, and local licensing laws.

8. INSURANCE COVERAGE

CSCs shall maintain insurance coverage at minimum appropriate limits for business liability and cyber liability.

INSTRUCTIONS:

- a. Click on the upload button and upload your certificates of insurance, which will show the effective dates and coverage.
- b. Acknowledge the statement: I certify that our company maintains and will continue to maintain the insurance coverage specified above.

9. SERVICE WARRANTY

CSCs shall provide an acceptable warranty on labor and on replacement parts from the date the product(s) are returned to customers, such policies comply with all applicable federal, state/province, and local regulations, and shall be posted on the organization's website for customer inspection. (In Canada, where a waiver is requested due to law, provide citation and explanation.)

INSTRUCTIONS:

- a. Type or copy/paste your company warranty policy in the space provided.
- b. Acknowledge the following statement: I certify that our company maintains and complies with all local, state, and federal warranty laws.

10. PROFESSIONAL APPEARANCE

CSC employees shall maintain a professional appearance, including adherence to a dress code established and for employees that greet members of the public in person, and for those employees that assist customers in the field. The dress code shall include statements describing:

- a. The professional image to be presented.
- b. Descriptions of required dress, appearance, and grooming; and
- c. Any prohibited elements of dress, appearance, and grooming.

INSTRUCTIONS:

- a. Type or copy/paste your company's dress code in the space provided.
- b. Acknowledge the following statement: I certify that our company adheres to the dress code attached.

11. CYBERSECURITY

Each Certified Service Center shall implement and maintain organizational best practices regarding cybersecurity protection for their and their customers' proprietary information.

I certify that our company follows industry best practices for cybersecurity risk management, minimally per the NIST Cybersecurity Framework 2.0.