

# NEW! 10<sup>th</sup> Edition Service Management Guide (Flat Rate Manual)



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- It is a great tool for the service department when working with extended service contracts.
- The Service Management Guide is also available in CD-ROM.

*The Service Management Guide is designed to provide reasonable guidance relative to the time required for competent technicians to complete assigned tasks. It is an important part of the service management system, but it is not intended to be the sole determinant of prices or rates charged in that sale of service.*

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