

## **Section 26 Questions**

**Does the product require occasional servicing or adjustment?**

Yes often	1	2	
Not often	3	4	5
Infrequently	6	7	8
No	9	10	

**Can the users service it themselves?**

No	1	2	
Some people can	3	4	5
Most people can	6	7	8
Yes, everyone can	9	10	

**If the product is complex, will it have a label with a “toll-free 800 number” for end-user to call you for information and service?**

No	1	2	
Will have label with address only	3	4	5
Will have label, but number won't be “toll-free”	6	7	8
Yes	9	10	

**How will the product be serviced for warranty?**

Serviced on buyers site	1	2	
Serviced at national locations	3	4	5
Serviced at regional service centers	6	7	8
Returned to factory by buyer	9	10	

**If you plan to use “outside” service centers to do warranty repairs on your product, do you already have a contract with them?**

No	1	2	
Planning to soon	3	4	5
Will have one before first product ships	6	7	8
Yes	9	10	

**If your product will require servicing, will the service centers need expensive diagnostic equipment?**

No, equipment will cost less than \$100.00	1	2	
Yes, test equipment will cost over \$1,000 per service center	3	4	5
Yes, test equipment will cost over \$5,000 per service center	6	7	8
Yes, test equipment will cost \$10,000 per service center	9	10	

**Will the service centers have to stock spare parts?**

Yes many	1	2	
Yes, several	3	4	5
Only a couple	6	7	8
No	9	10	

**If the service centers will need to have a stock of spare parts on hand, will you be able to have the extra parts in their hands at the time the first product is shipped out?**

No	1	2	
Possibly	3	4	5
Probably	6	7	8
Yes	9	10	

**If the product is complex with sophisticated features, which require frequent service are you sure that the end-user will place a value on the features that is greater than the cost of servicing the product?**

No		1	2
Possibly		3	4 5
Probably		6	7 8
Yes		9	10

**Will you be able to sell the end-user a service contract?**

No		1	2
Possibly		3	4 5
Probably		6	7 8
Yes		9	10

**If you will have a working model in retail outlets, for demonstration purposes, will it require servicing while it is on display?**

Yes		1	2
Probably		3	4 5
Possibly		6	7 8
No		9	10

**If your product will have an “action” type point of purchase sales display which is battery operated or plugs into a wall socket, will the display require servicing?**

Yes		1	2
Probably		2	4 5
Possibly, infrequently		6	7 8

**If the product is complex and costly to service, are you financially prepared for a long product introduction period?**

No



Its questionable

1 2 3 4 5 6 7 8

Yes

9 10

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