

# Ecolab Pest Elimination Service Calls or Requests

## 800-325-1671



- ▲ Staffed by Ecolab customer service associates 24/7, always a live person 365 days.
- ▲ Your service specialist will be paged. If you would like to speak to someone before the night time Service Specialist comes on duty, please let the customer service center know to page the District Manager or person covering calls for the DM.
- ▲ After hours, holidays, vacation, or leave of absence is always covered so its important to use the 800 number provided, NOT CELL PHONE NUMBERS, so the correct person covering will be paged.
- ▲ Any urgent or escalation calls are automatically paged to the District Manager with a copy to the Regional Manager.
- ▲ **Response Time:** Some Service Specialists usually work nights, and therefore they are sleeping during the day. The Service Specialist will call back when he/she comes on duty. If the caller should need to talk to someone before then, they can ask for a District Manager to call them back sooner. If you have an early morning or day time service rep they will return your call almost always immediately or with in the hour.

If there is an urgent need not being addressed through normal service number please don't hesitate to contact to me at [jake.conway@ecolab.com](mailto:jake.conway@ecolab.com) or page me at 800-325-1671 .

