

Service Department

Ready to assist you and is easy to reach.

Hours of Service:

Onsite and remote service is available 8 a.m.-5 p.m.
Monday-Friday.

By Phone: (804) 897-8347

Through Client Portal: <https://pim.myportallogin.com>.

After Hours Support Line: (804) 897-8347, option 2.

Brief overview of our service level agreement:

1 hour response time for any service call, 24/7/365.

Please see the pim [Master Service Agreement](#) or
your pim Sales and Service Proposal for details.