

FAQ'S



Q. What is a Torah Maintenance Plan (TMP)?

A. A TMP is a preservation policy for Torah Care

Q. Are we obligated into a contract?

A. No. However, this is a preservation plan and the cost to maintain is reduced based on the length of contract.

Q. What penalties are there for non-payment?

A. Your Torah care coverage is dropped and outstanding amounts are owed. Other penalties may apply according to the details listed in your specific contract.

Q. What guarantees are there for the 20 year plan?

A. Sofer On Site has been operating for over 30 years serving communities worldwide. We are a 3 generation company with a vested interest in maintaining our services.

Q. Do you have endorsements?

A. Yes. An endorsements list is provided upon request.

Q. What areas does the TMP cover?

A. The TMP will cover the following areas of Torah care: Parchment condition, patching, stitching seams, applying and glueing Matlesim, ensuring parchment edging is intact and not ripping or tearing, ensuring the Scroll is attached correctly to the poles and maintaining the condition of the poles. Repairing broken, cracked and popped letters and re-inking actual faded letters.

Q. What areas will the TMP not cover?

A. A TMP will not cover the following areas: Words (originally) written too close, missing words, shapes of letters, Moleh V'choser, or missing tagim. A computer scan and corrections are offered. Separate charges will apply. Brown and (early) fading letters which are not Pasul according to most Poskim. Only actual faded letters will be restored during a TMP visit. If a request is made to re-ink browning and fading letters, then a quote will be provided to perform this service. Large tears into letters caused by accident or neglect; a quote will be offered to repair these items. Broken poles; fee for new set and removing old and attaching the new set. Water, fire, rodents or mildew damage.

Q. To qualify for a TMP, what condition does a Torah have to be in?

A. A Torah has to have been restored by Sofer On Site in the past 24 months and deemed Kosher.

Q. Our Torah was restored by another sofer, can we sign up for your plan?

A. TMP is applicable only if the scroll was restored by our certified Sofer On Site scribes. Yet, each scroll will be judged on its own merit at the time of evaluation.

Q. Sofer on Site restored our Torah many years ago. Can we still sign up for the TMP?

A. TMP is applicable only within the first 2 years after a scroll has been restored. If it has been longer than that; no worry, we offer a bridge TMP policy to regain the Kosher status of a Torah.

Q. How does a Sofer visit work?

A. Sofer On Site will notify you of the TMP visit date, within 4 months of the TMP yearly cycle. (Estimate visit length: A 0.5 day visit (4-5 hours) for maintaining up to 5 scrolls. A 1 day visit (8-10 hours) for maintaining up to 10 scrolls. 1.5 days visit (up to 15 hours) for maintaining up to 15 scrolls. 2 days to maintain over 15 scrolls). A congregation is responsible for its share of the travel expenses. Estimates will be provided.

Q. How does the share of travel expenses work?

A. A congregation will be charged its share of the travel expenses based on the amount of time required to perform the TMP (as listed above). Travel expenses are billed within 30 days of a visit and payment is due no later than 30 days after a visit has been fulfilled.

Q. My synagogue is in a remote location. Can we send our Torah for maintenance instead?

A. Yes you can.

Q. Can the sofer provide other services such as education during his visit?

A. Yes. A quote will be offered for; education, evaluations or repairs, insurance appraisals, our famed Holy Rollers, fundraising and marketing guidance.

Disclaimer: Sofer On Site reserves the right to increase its TMP prices at any time without notice. Sofer On Site will honor all pre-agreed plans which have been paid for until the final date of a signed agreement. Annual payment plan agreements will be subjected to any price increases at the end of their annual cycle.