

MERA
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MERA[®] Technical Support Center

MERA's 8,000 square foot Technical Support Center (TSC) performs many of the processes and services that are typically found in manufacturer-direct service. Specific support activities including system triage, service engineer support, technical training, parts management and loaner/demo/reference unit repair plus MERA TSC also performs pre-installation equipment checkouts, depot repairs and preventive maintenance for some of its clients

Depot Service Operations-

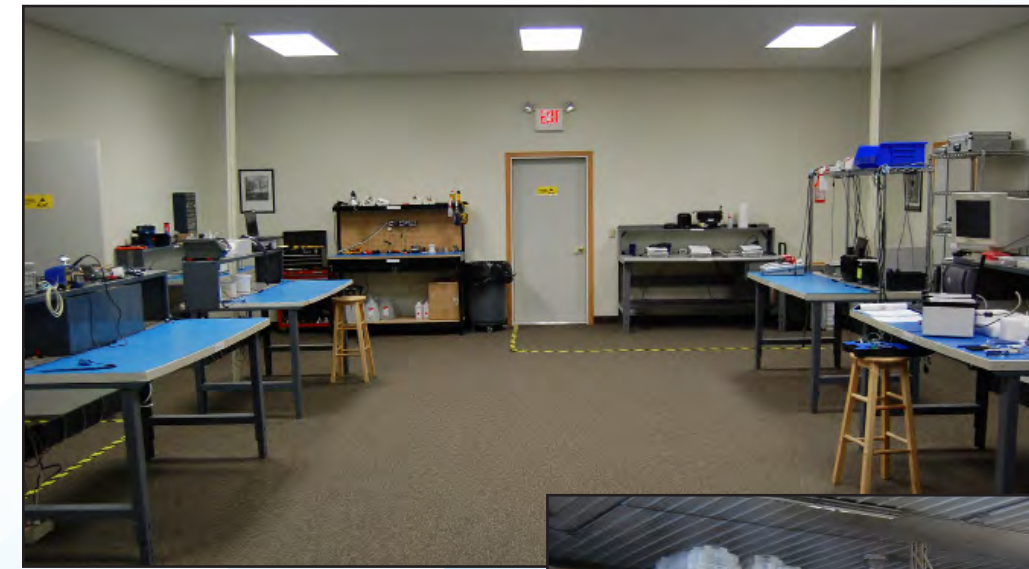
From end user equipment to sales demo pool units to tabletop devices, MERA TSC is able to repair complex devices to a like-new condition. Working with its clients to ensure that reference units look and function as needed, MERA TSC has experience managing the entire process of pre-demo, demo install, and post-demo actions. Additionally, MERA TSC has experience supporting all units in the field with a turn-key depot service solution.

Triage-

MERA TSC answers the phone from end users in a professional, courteous manner; an answering service is never used and only direct MERA employees answer the phone. MERA TSC quickly and effectively assists your customer in solving the problem/question facing them and will follow your company's phone script or develop its own. If the issue cannot be resolved over the phone, MERA TSC dispatches the nearest trained service technician and then manages each service event within client-established protocols.

Service Engineer Support-

MERA TSC knows how to help field service personnel troubleshoot and repair complex medical and laboratory equipment. Trained by the best in your company, MERA TSC takes that technical information and develops troubleshooting strategies for more common failures. Service engineers are supported until the equipment is restored to a fully operational condition as confirmed by the end user.



Technical Training-

MERA TSC provides expanded capacity for its clients training operations. The Training Center provides a means to train classes throughout the life of the product or a specific project. Based on need, it can be the primary or additional resource to train service engineers expertly and efficiently and work within multiple service training strategies to achieve the most effective outcome.

Parts Management-

MERA TSC warehouses and manages parts for a number of its current clients and parts are shipped daily. Utilized for US and Canadian support by foreign manufacturers, it ensures shipment of the right part to the right place at the right time. MERA TSC acts as an extension of its clients' internal parts management strategy and is a good steward over your company's consignment inventory.

Contact MERA at **800-953-6372** or **sales@meraserv.net** to find out how MERA TSC can be a vital partner to your company.

MERA® is the registered service mark of Medical Equipment Repair Associates.