Dear Service Leader,

As the COVID-19 pandemic continues to spread, Medical Equipment Repair Associates (MERA®) understands that this may create strains on your field service network (FSN). Whether due to quarantine, illness, or travel restrictions, pain points are being created for you on a daily basis. If you find your company in need of service assistance, please contact us. MERA® will gladly assist in any way we can.

For almost 50 years MERA® has been providing quality field service for medical and scientific OEMs. As an extension of your FSN; MERA® is a partner who is invested in creating the best solutions for your customers. MERA® is the largest, most experienced provider of independent medical and laboratory equipment service in the world.

MERA’s Qualifications:

- Almost 50 years’ experience specifically in OEM assistance.
- Over 90 active service offices throughout the US and Canada (map attached).
- 330+ trained and experienced field service technicians throughout the US and Canada.
- Fully functional call center with call management processes, protocols, and software.
- Proven ability to implement client-specified documentation and processes including parts usage and returns.

With capabilities and training on multiple types of medical devices, MERA® can efficiently come on board to assist immediately with your company’s needs. As these urgent needs will have to be met quickly, specialized training may not be practical at this time, however, if your devices can be serviced, or specific tasks preformed, by read only, video training, or with no training and good technical support, MERA® can stand in gap and be immediately ready to assist.

It’s paramount that medical devices continue to be up and running to provide crucial services needed as healthcare infrastructure is stressed. Please, call us if you need help.

Thank you for your time,

Sincerely,

MERA®