

MERA®

DEPENDABLE SERVICE EVERYWHERE®

FACT SHEET FOR ORIGINAL EQUIPMENT MANUFACTURERS (OEMS)

WHAT IS MERA?

A private North American group of professional independent service companies (MERAffiliates) with more than 50 years' experience in the maintenance and repair of medical, laboratory, and life science equipment. MERA is ISO 9001:2015 certified.

WHAT ARE THE MERA MEMBER QUALIFICATIONS?

A typical Member company has a 16-year relationship with MERA, service technicians with over 6 years of biomedical field experience, and a reputation for integrity, technical competence, and responsiveness. MERA members have a full complement of industry tools and test equipment.

WHERE IS MERA LOCATED?

MERA's Corporate headquarters is in Wisconsin, with more than 90 offices in the United States and Canada.

WHAT ARE MERA'S SERVICE RESOURCES?

Over 300 field service professionals who service 140 categories of medical, laboratory and life science equipment, on-site, 24 hours a day, 7 days a week, 365 days a year, plus a fully-equipped depot service and technical support center.

WHAT SERVICE SOLUTIONS DOES MERA DELIVER?

Equipment retrofits and upgrades, warranty service, emergency repair, preventive maintenance, calibration, installation and training, regulatory compliance, safety checks, troubleshooting, inspection, and decontamination, plus technical support, all fitted to each client's service requirements.

HOW DOES MERA PARTNER WITH CLIENTS?

By providing dependable service everywhere, national, regional, or local, with central project management, communication, scheduling, dispatching, tracking, reporting, and billing.

WHAT IS THE QUALITY OF MERA SERVICE?

The quality of MERA service is measured in two ways: empirically through a series of monthly service measurements and subjectively through an annual client survey. Clients anticipate that service will be done correctly and well-documented.

These are some of the reasons why –

MERA services more types of equipment, for more manufacturers, in more locations and kinds of facilities, than any other third-party service organization.

Medical Equipment Repair Associates

P.O. Box 167, Chetek, Wisconsin 54728 • 800-953-6372 • info@meraserv.net

Visit MERA at www.meraserv.com