

Quick and Easy Scheduling the Right Information

Service Visits

Information to have on hand when calling to schedule a service visit:

When your equipment is down, time is of the essence. Make your scheduling quick and easy by having the following details ready when you call for service. It's important to us that your service experience is positive from start to finish.

Information Required	Description	Why It's Important
Site Address and Billing Information	The name of your Company, the specific site address of where the service will occur, and the correct name and address of where to send your final invoice.	Clarification of your main site, service site and payer site ensures your service request, delivery of service, and final paperwork are processed efficiently.
Specific Location of Equipment on Site	The building, room number or any other description that will help our technician quickly locate the equipment needing repair.	The better details we can provide our technician, the faster and more efficiently your equipment will be up and running.
Site Contact Name and Phone Number	The person the technician works with and talks to while on site performing service.	Our technicians require an onsite contact in order to ease repair process and ensure final, satisfactory sign off upon completion of the repair.
Description of the Problem	What is wrong with the equipment, details that led to the need repair, and any environmental descriptions that could affect the performance of the equipment.	Having as much detail as possible prior to being on site to deliver service allows the technician to preliminarily evaluate the possible issues and plan accordingly for time and materials.
Product Model and Serial Number	Whether METTLER TOLEDO or another manufacturer, the specific product and manufacturer's serial number.	Tracking the products and the repairs on products helps expedite service in the future and allows us to provide you with an accurate asset list.
PO # or Credit Card Number	Form of Payment	A valid payment form is required prior to technician dispatch, but you will not be charged until the time of your service.
Site Safety Requirements	Description of any requirements regarding regulatory areas, situations requiring specific physical requirements, or required clothing to access the site.	Knowing specific requirements up front allows us to correctly dispatch a technician that can meet your special needs and also helps the technician prepare to quickly and efficiently gain access to your site and perform the service.