

NERA® -- Dependable Service Everywhere

FACT SHEET for Original Equipment Manufacturers (OEMs)

Information about MERA for manufacturers of medical and laboratory equipment requiring service in the United States and Canada.

What is MERA?

A North American alliance of independent service companies (MERAffiliates) with more than 40 years' experience in the maintenance and repair of medical and laboratory equipment. MERA is ISO 9001:2008 certified.

What are the MERAffiliates' qualifications?

A typical company has 15 years in business, service engineers with over 6 years field experience, and a customer-verified reputation for integrity, knowledge, and responsiveness.

Where is MERA located?

Headquartered in Wisconsin, with more than 85 offices in the United States and Canada.

What are MERA's service capabilities?

Over 330 field service professionals who service 140 categories of medical and laboratory 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 programs does MERA offer?

Equipment retrofits and upgrades, warranty, emergency repair, preventive maintenance, calibration, installation and training, regulatory compliance, safety checks, trouble-shooting, inspection and decontamination, plus technical support, all customized to each client's individual needs.

How does MERA work with manufacturers?

By providing dependable response time and service, on a contract or non-contract basis, national or local, with single location project management, communication, scheduling, dispatching, tracking, reporting, and billing.

These are some of the reasons why –

***MERA services more types of equipment, for more manufacturers,
in more locations and kinds of facilities, than anyone else.***