

# Technical Bulletin

Please Distribute to all Sales and Service Personnel

**Mettler-Toledo, Inc.**  
**Scales & Systems**

**Number: MTFW-1-99**  
**Date: 01-13-99**  
**Model: Various MTFW**  
**Subject: MTFW Tech Support**

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Some of the changes made earlier this year for Technical Support need to be reaffirmed now that we have moved into our new facilities at Polaris Parkway.

The responsibilities of Russ Wagner and Jesse Ehleiter at the plant in Franksville have increased and broadened in scope. This necessitates that they will only be available for technical assistance on an emergency basis. As a result we ask that you use the Technical Support group in Columbus for all calls. The phone number is 1-800-786-0040. If a call is placed to the plant directly for Tech Support, you will be forwarded to Columbus for assistance.

These steps will allow Russ and Jesse to fulfill their added responsibilities and allow Rich Stover and Elton Jones in Columbus to stay aware of the problems you are having in the field and the solutions for them.

Starting **immediately**, **ALL** Technical Support questions regarding Franksville products should be directed to the Retail Customer Support Center at **1-800-786-0040**.

Thank you for helping make this a successful transition.

Jim Fenker  
Customer Support Group Leader, Retail