

# Technical Bulletin

**Mettler-Toledo, Inc.**

Please Distribute to all Sales and Service Personnel

**Number: MTFW-6-00**  
**Date: 04-11-00**  
**Model: VARIOUS**  
**Subject: CALL LOGGING**

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In an effort to reduce service calls on wrapping equipment and improve customer satisfaction with our products, we are developing a plan to better track machines with service issues. Our intention is to identify any machine requiring multiple service calls in a short period of time, then provide technical intervention to help resolve open issues in a more timely manner.

We are asking for your help. Any time you dispatch more than two calls on a particular machine in a 30 day period, we are requesting that the servicing technician call into technical support (800-786-0040) to discuss the problem, either before or during the service call. We feel that if a machine has a third call in 30 days, additional technical assistance may be necessary to resolve the problem. We hope to provide the help required to correct problems before they escalate and create volatile situations in the store. It also gives us some indication of issues that are developing with the equipment so that we can correct them and communicate that information to the rest of the field.

In an additional effort to better track these situations, you may have already noticed that we are beginning to ask that you provide the serial number, machine type, and the store name and number for any piece of equipment you call into technical support to discuss. We can use this information to log the call, and over time can become more proactive in identifying product issues or specific problem machines.

We realize that we are requesting a little extra effort from all of you to recognize multiple service call situations, and to identify the unit and location for any technical support requests. However, we believe that by better tracking where we have service concerns we can correct the problems more quickly and better satisfy our customers. If you have any questions, please contact Retail Customer Care (800-447-9206) or Retail Technical Support (800-786-0040).