

# Service Announcement

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

Please Distribute to all Sales and Service Personnel

**Number: RS-01-01**  
**Date: 2-11-01**  
**Model: All**  
**Subject: Installation Feedback**

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To: All Retail Technicians

How are we doing???

We want to know !!!

Call us TOLL FREE at 1-866-263-NOVA (6682).

Tell us about problems you are encountering during the **installation** of Retail Products?

Provide us with:

1. Your name
2. Phone number
3. Model Number of the unit
4. Serial number of the unit
5. Ton number
6. Detailed description of your problem.

We appreciate your taking the time to make this call and leave us a message.

Best Regards,  
Holly Knackstedt  
Quality Manager Retail Products