

OAKWORKS®

FIELD SERVICE SOLUTION

We are committed to timely service and support!

We have Nationwide coverage in the United States & Canada utilizing these respected service organizations:

- MERA®
- Merry X-Ray Services



Just Call OAKWORKS®!
717.235.6807

Please provide the model and serial number along with a description of the problem.

SIMPLE TO ACCESS.

Fast to deliver.

From call to resolution of the problem takes only a few days!

OUR QUALITY CARE GROUP WILL:

- Respond within 24 hours, if not immediately during regular business hours M-F 8:30 am - 5:00 pm EST.
- Troubleshoot issues with the customer for a possible immediate solution.
- Identify the root cause and determine parts and service needed.
- Ship parts as needed.*
- Contact the service provider who will then schedule an appointment with the customer.

If the product is under warranty for labor and parts at the time of the request, Oakworks will handle all payments.

*If the product is out of the labor warranty period, the service provider will bill the end user directly. **

** Check warranty for details of coverage.*