

Helmer Service



True Blue Service

Helmer strives to have the highest level of post sale technical support in the industry. This same level of support is expected from companies contracted by Helmer for deliveries, preventative maintenance, or repairs.

- Technicians and Engineers are expected to be professional in dress, appearance, and manner.
- Preparedness is needed for success. Bring all tools, equipment, parts, instructions, and paperwork needed for the job.
- Punctuality for appointments makes the best impression.
- Once on site and in front of the device, call Helmer to check in.



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Interactions with Helmer customers

Service Engineers should act on behalf of Helmer and be a Helmer advocate while working with the customer.

- If you have technical questions or concerns Helmer is here to support you! Call 800-743-5637 and ask for the Technical Support Department or access our technical literature at <https://www.helmerinc.com/manuals>
- All pricing and scheduling will be communicated directly from Helmer to the customer.
- If the customer is causing issues with the equipment due to improper usage, take the opportunity to educate them in the proper use and function of the Helmer device.
- Answer any questions or concerns from the customer. Note any concerns that need additional follow-up and inform Helmer.
- The appearance of Helmer equipment is important. Prior to leaving, please make sure the work area is clean and presentable.

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Post-Service Activities

After the completion of a Helmer contracted service:

- Contact Helmer Technical Support to provide the final resolution and any additional technical findings. Call 800-743-5637.
- Send your invoice along with completed Helmer paperwork to Accountspayable@Helmerinc.com
- Return any requested parts with their issued Return Authorization documentation.
- The Helmer Technical Support Department will handle all follow up communication with the customer after service visits to make sure the equipment continues to function normally.

Thank you for being a valued Helmer service partner!

