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January 3<sup>rd</sup>, 2019

To: Meridian Dealers

We are pleased to inform you that Meridian America has decided to move all repair services to a 3<sup>rd</sup> party provider, effective immediately. This change was done to improve our quality of service with repairs for dealers and customers alike.

We have appointed, The Repair Shop as the authorized repair center and parts supplier for the USA. The Repair Shop is owned and operated by Marc Koval, who for many years ran Meridian America and has successfully been running his service company since 2011.

With this change, we are happy to inform you that Jason Baker has decided to partner with Marc at The Repair Shop to continue his 23-year long career of servicing Meridian products. If you know, or have worked with Jason, please take a moment and congratulate him. He has served Meridian America very well throughout his career, and we are excited to continue working together.

#### **What does this mean for you –**

- All in-warranty and out of warranty repair services will be done by The Repair Shop, MAI will no longer perform these functions. MAI will work directly with The Repair Shop on a regular basis to address warranty claims as they arise.
- All current items in for service will be automatically transferred to The Repair Shop. Jason will be contacting you regarding your repair.
- Parts should be purchased directly from The Repair Shop

#### **How to get service going forward –**

- Go directly to their website [www.the-repair-shop.com](http://www.the-repair-shop.com) to request service
- You can still email [service@meridian-america.com](mailto:service@meridian-america.com) (this will forward to The Repair Shop), the preferred method is above
- If you want to contact The Repair Shop for any reason, their contact details are:
  - The Repair Shop  
3595 Hiram Douglasville Highway, Suite 102.  
Hiram, GA. 30141  
(404) 542-4902  
[service@the-repair-shop.com](mailto:service@the-repair-shop.com)

Marc Koval direct email: [marc@the-repair-shop.com](mailto:marc@the-repair-shop.com)  
Jason Baker direct email: [jason@the-repair-shop.com](mailto:jason@the-repair-shop.com)

Meridian America will continue to offer direct technical support, and you can contact us via our phone number (404-344-7111) or email [support@meridian-america.com](mailto:support@meridian-america.com)

If you have any questions, please do not hesitate to contact me directly. Thank you, and I am excited for 2019! Happy New Year.

Best Regards,  
Ryan Donaher, Vice President