



# Flexible Service Options The Power to Choose



Troubleshooting



Warranty



**Parts** 



Service



Wreck Repair



Preventive Maintenance



"They're fast, efficient... their turnaround time is excellent. Not only Service, but the whole company treats their customers like their family." - Assistant Fire Chief, City of Humble, TX

"They always meet our timeline for us, getting the unit back in service. The service department is excellent." - Shop, Manager, Houston, TX

#### Minimal Downtime

We know that fleet downtime is a major concern. We get you back on the road fast.



Frazer engineers our units from the ground up to facilitate quick service.

# Frazer has been building EMS vehicles since 1985





Our module is so solid that it is warrantied for life. Frazer also supports component manufacturer warranties to keep you running efficiently with fewer headaches.

## **Outstanding Service**

For over 30 years, Frazer has been the nation's leading provider of generator powered EMS vehicles, building powerful and reliable EMS vehicles with a relentless focus on service.

From our self-contained generator and air conditioning system, to our spacious interior layout, easily accessible exterior electrical compartment, and more, Frazer designs our vehicles with service in mind.

## **Unmatched Expertise**

Our years of expertise originally developed building custom vehicles for the geophysical exploration industry has been applied to solve problems historically plaguing EMS vehicles.

Our deep product knowledge, robust vendor network, and factory-direct service enable us to care for you in an efficient and unique way. When time is critical, you're in good hands.









### Bergen Brookside Auto Body and Towing, Inc.

Located in Hackensack, NJ Bergen is an Frazer authorized service center.



We offer free technical support 24/7 as needed.

### Factory Direct



Come visit our facilities in Houston, TX

## Experienced Service Team

We value the close relationships we've built with our customers that begin the moment a new Frazer is delivered.

An experienced service team with vast product knowledge and a passion for serving the customer is ready and waiting.

Just pick up the phone or email to get back up and running fast. We are always here to help troubleshoot, overnight parts as needed, and ensure all of your concerns are handled.

### The Frazer Difference - Factory Direct

Factory Direct service is one of the most important aspects of the Frazer experience. There are no dealers or middle-men to contend with that may not understand your priorities.

When dealing with Frazer direct, whether for warranty, parts or service, you can quickly get in touch with someone that has an intimate knowledge and understanding of the product.

The factory direct experience also provides you with exclusive information such as: regular status updates, photo documentation, and direct access to sales and engineering teams.

### The Power to Choose

We realize that many of our customers have their own service department, or a preferred service shop nearby. At Frazer, you have the power to choose to work with your existing shop.

Frazer provides free training for service technicians and is actively expanding our network of Frazer authorized service centers around the country to better serve you.

#### To Schedule a Service Apointment

Please call the Frazer Hotline. (888) 372-9371

service@frazerbilt.com

parts@frazerbilt.com

warranty@frazerbilt.com

For more information on how Frazer is Defining the future of Mobile Healthcare™

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@frazerbilt





**Destroy Doubt Through Determination.** 

> **Our World Is Not Flat.**

**Don't Fear** Failure. Own It.

**Bring Your Own Passion.** 

**We All** We Got.

**Family** 

By Choice.