

Frequently Asked Questions (FAQs)

For Point Six Wireless (PSW) Customers

What happens to my account?

It's business as usual. You're in control. If you want to be introduced to Mesa Labs' (Mesa) team or learn about their products and services, we'll help arrange a meeting.

Does my contact change?

No. Your sales representative will remain the same.

Does my service contract change?

No. If your Installation and Operation Qualification (IQ/OQ) service contract is with a third party, it will remain there.

Will the products change?

No. However, as we integrate more technologies into our product offering, we will offer new and exciting advancements. The packaging will be updated with Mesa branding over time, but the contents and part numbers will remain the same.

Adding new vendors/suppliers at my company is an arduous task. Can I keep PSW?

No. You will now be receiving products, quotes and invoices from Mesa. To ensure timely delivery, we're asking all customers to update their vendor records to Mesa.

Does my warranty change?

No. Your Point Six Wireless Warranty is still in effect and will be honored by Mesa.

Who will send me invoices now?

Invoices issued will come from Mesa and will have the remittance information shown below.

Does my account number change?

Yes. All customers will transition to Mesa account numbers. Please contact sales or a customer service representative for more information.

What forms of payment does Mesa accept?

Payments can be made by check, electronic funds transfer (EFT) or by credit card either by phone or by setting up an account at: <http://shop.mesalabs.com/apply-for-an-account>