

Frequently Asked Questions

What does the OAK - SMI partnership mean to me?



Who do we contact for replacement part order and support?

Continue to contact the Original Equipment Manufacturer (OEM) for spare parts quotations, orders, and support. Burr OAK Tool and SMI will notify you if this changes. Burr OAK Tool and SMI will handle special requests for alternative parts support on a case-by-case basis. If you would like to request an alternative replacement parts solution, please send your request to: OAK_SMI@burroak.com

Who do we contact for service support?

As with replacement parts, please continue to contact the OEM for service support and assistance until you are informed differently. Sometimes, immediate support may be able to be performed by the partner and/or the partner's representatives. However, we ask that you contact the OEM first. As with parts support, Burr OAK Tool and SMI will handle requests for alternative service solutions on a case-by-case basis. If you would like to request an alternative service solution, please send your request to: OAK_SMI@burroak.com

Do I contact OAK or SMI representatives for equipment quote requests?

A goal of the OAK-SMI partnership is to ease the buying process for both OAK and SMI equipment. This partnership provides many benefits to customers and one benefit is that OAK and SMI support are now located nearer to your company. For example, for SMI customers in the USA, OAK is available to hold discussions with customers to ensure you are getting the best production solution for your entire manufacturing process. If you prefer to continue working with the same OAK or SMI representatives as before, you may do so. Your OAK or SMI representative that you currently work with today will continue to support you in the capital equipment quoting and purchasing process. However, if you would prefer to work with a different contact, please send your request to OAK_SMI@burroak.com. When a new project has been identified, whether by an OAK or SMI representative, both OAK and SMI will be working together to ensure your needs are met.

Am I able to bundle machine purchases and receive a discount?

Depending on the circumstances and product lines, bundling OAK and SMI equipment may offer savings to you. Please contact your sales representative regarding your interest.

What if I prefer working directly with Burr Oak Tool?

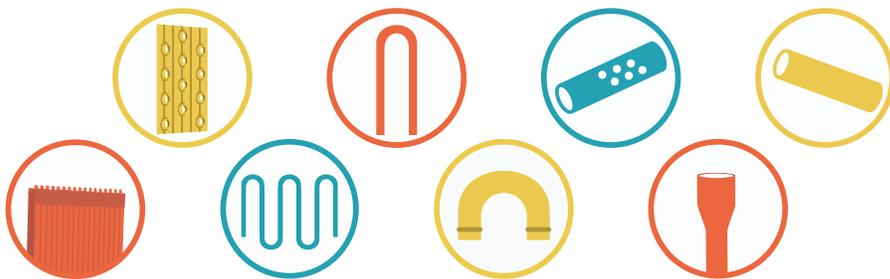
As stated above, the purpose of the Burr OAK Tool and SMI partnership is to ease the buying process. If you like the way you work with each equipment manufacturer today, you may continue your current practice. However, if you would prefer another method, we will handle requests for different arrangements for capital equipment sales, parts sales and service support on a case-by-case basis. If you would like to request a different service and/or parts support arrangement, please send a request to: OAK_SMI@burroak.com

What exactly is the purpose of the OAK-SMI partnership?

The purpose of the OAK-SMI partnership is to offer a broader range of HVAC production machines which allows our customers to meet their manufacturing requirements. OAK and SMI remain separate companies and will continue to manufacture the same quality product lines. For example SMI does not manufacture fin lines and dies, but will look to OAK and its technology to assist customers who want to purchase a fin line and die while working with SMI on a capital project. OAK does not manufacture universal tube bending machines (UTB), but will rely on SMI technology for customers who want to purchase a UTB while working with OAK on a capital project.

I heard OAK and SMI are working together on new products. What does that mean?

OAK and SMI have discussed the possibility of designing new equipment to solve more of the manufacturing challenges our customers face today. Communication related to future innovations will be made as decisions are finalized.



FAQ