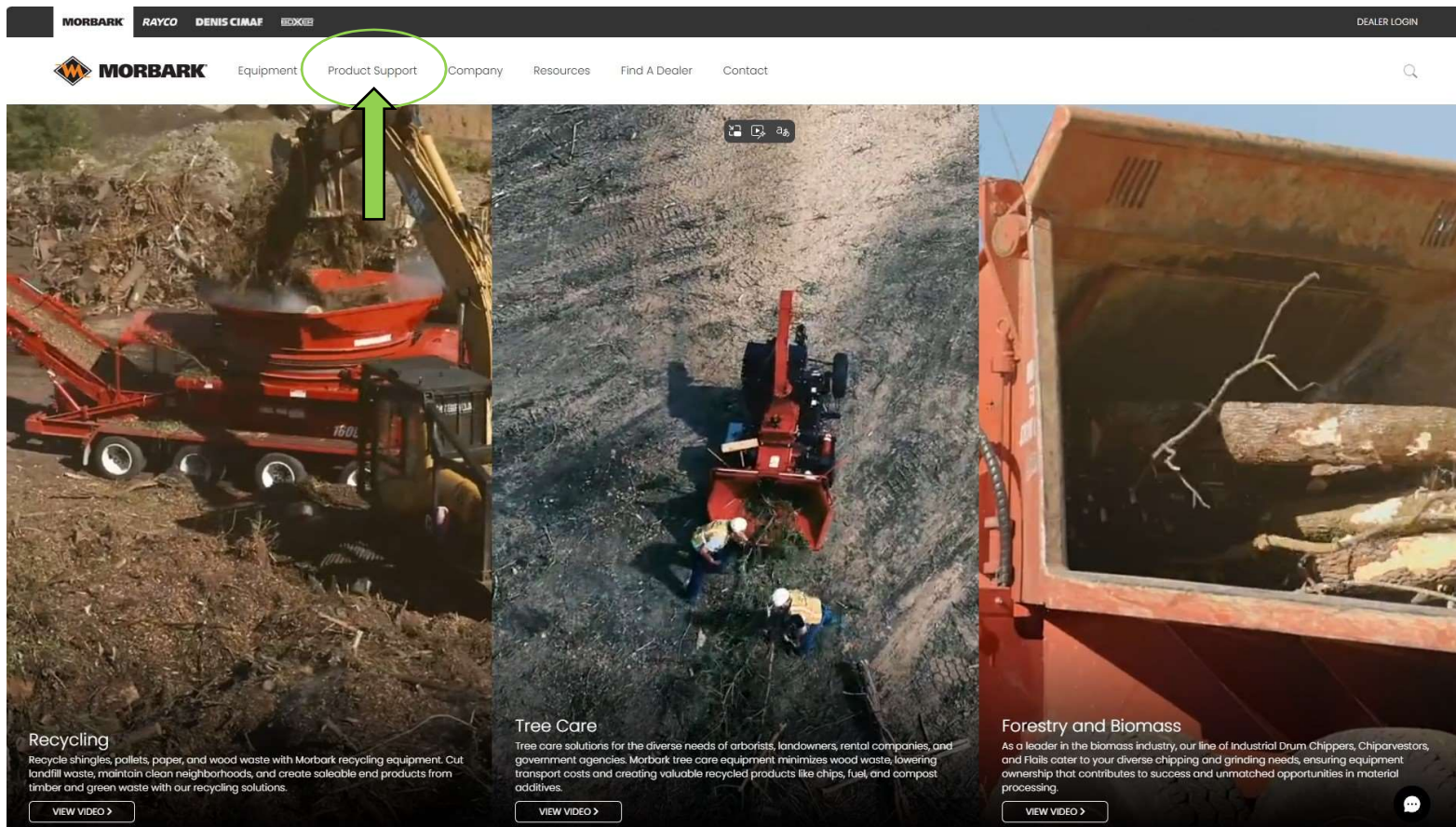


# TECHNICAL SERVICE SUPPORT CASE FILE REQUEST FORM



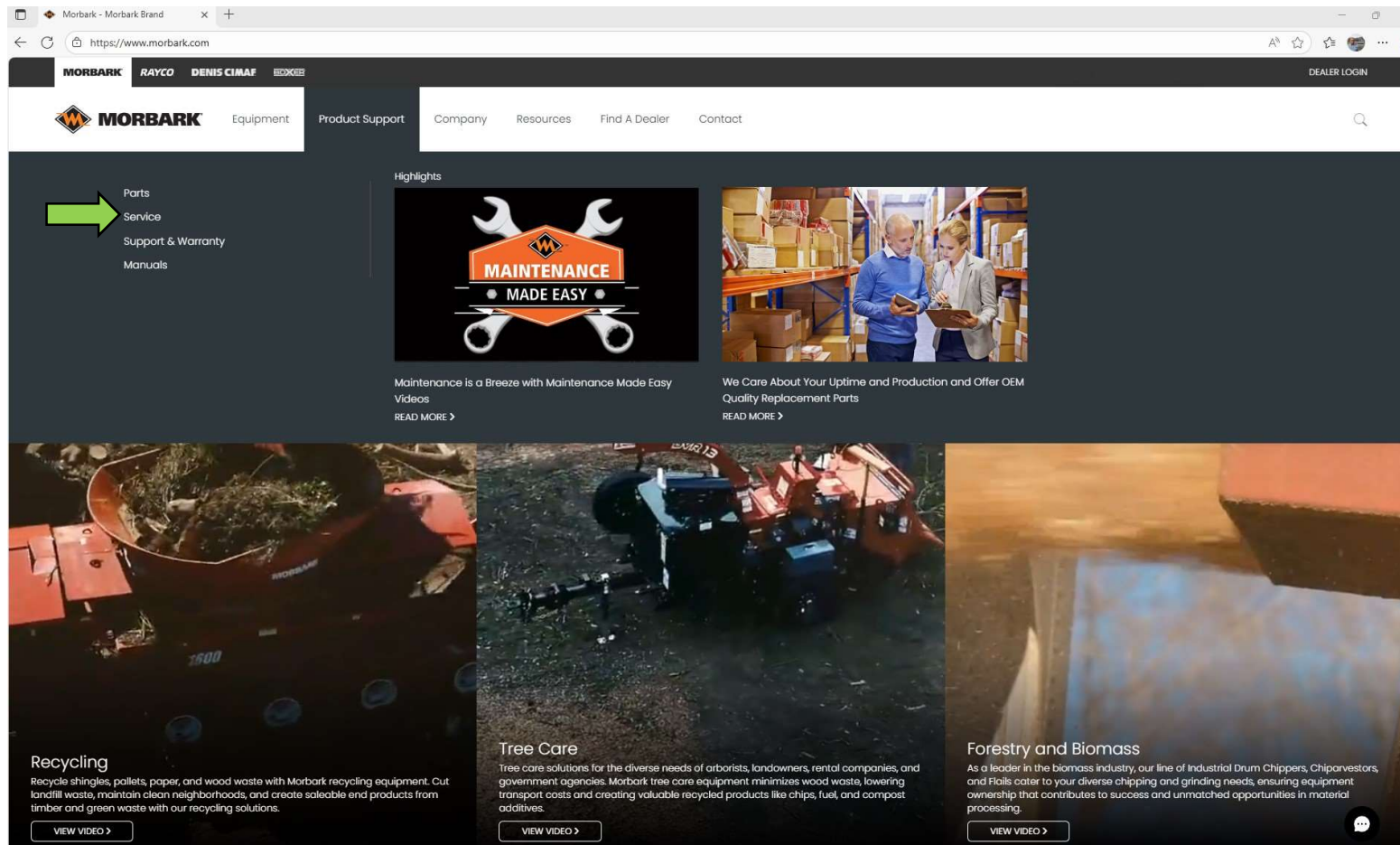
# How to submit a Technical Support Case File Request

Using your cell phone, go to [Morbark.com](http://Morbark.com) & click the Product Support Tab



# How to submit a Technical Support Case File Request

Then select "Service" from the drop down



# How to submit a Technical Support Case File Request

Then click on the Technical Service Support Case File Request Form tab or if it is a remote issue then select tab above.

The screenshot shows the Morbark website interface. At the top, there is a navigation bar with the Morbark logo and links for RAYCO, DENIS CIMAF, and EDGE. Below this is a secondary navigation bar with links for Equipment, Product Support, Company, Resources, Find A Dealer, and Contact. A search icon is located on the right. The main content area features a large image of a person wearing safety gear and gloves, measuring a metal surface with a yellow tape measure. The word "Service" is overlaid on the left side of this image. Below the image, there is a paragraph of text explaining the importance of service support from Morbark. This is followed by three more paragraphs detailing specialized training, access to genuine parts, and the availability of maintenance videos. At the bottom of this section, there are two buttons: "REMOTE/MONITOR REPAIR FORM" and "TECHNICAL SERVICE SUPPORT CASE FILE REQUEST FORM". A green arrow points to the second button. Below the buttons, there is a section for "Maintenance Made Easy Videos" with a "VIEW VIDEO" button and a "Tools Required" heading. On the right side, there is a dropdown menu with options for "Brush Chippers", "Horizontal & Tub Grinders", and "Whole Tree Chippers". At the very bottom, there is a cookie consent banner with "REJECT" and "ACCEPT" buttons.

Service support from Morbark is important to our customers because we possess in-depth knowledge of all of our Morbark products, including intricate technical details and specifications, enabling us to provide accurate diagnosis and solutions. This expertise ensures that any issues with the equipment are addressed efficiently and effectively.

Secondly, we often offer specialized training and resources to our dealer service technicians, ensuring that repairs and maintenance are conducted to the highest standards, thus maximizing the lifespan and performance of the equipment.

Additionally, Morbark's service support also includes access to genuine parts, which are specifically designed for compatibility and optimal functionality, reducing the risk of malfunctions and downtime.

Of course, you also have the right to work on your own machines. That's why we developed our **Maintenance Made Easy Videos for Brush Chippers, Horizontal and Tub Grinders, and Whole Tree Chippers**. Each video outlines the tools you will need, along with step-by-step instructions and demonstrations of how to complete each maintenance task.

With service support from Morbark, you can be confident as an equipment owner, knowing that your investments are backed by reliable expertise and resources.

REMOTE/MONITOR REPAIR FORM

TECHNICAL SERVICE SUPPORT CASE FILE REQUEST FORM

Maintenance Made Easy Videos  
VIEW VIDEO

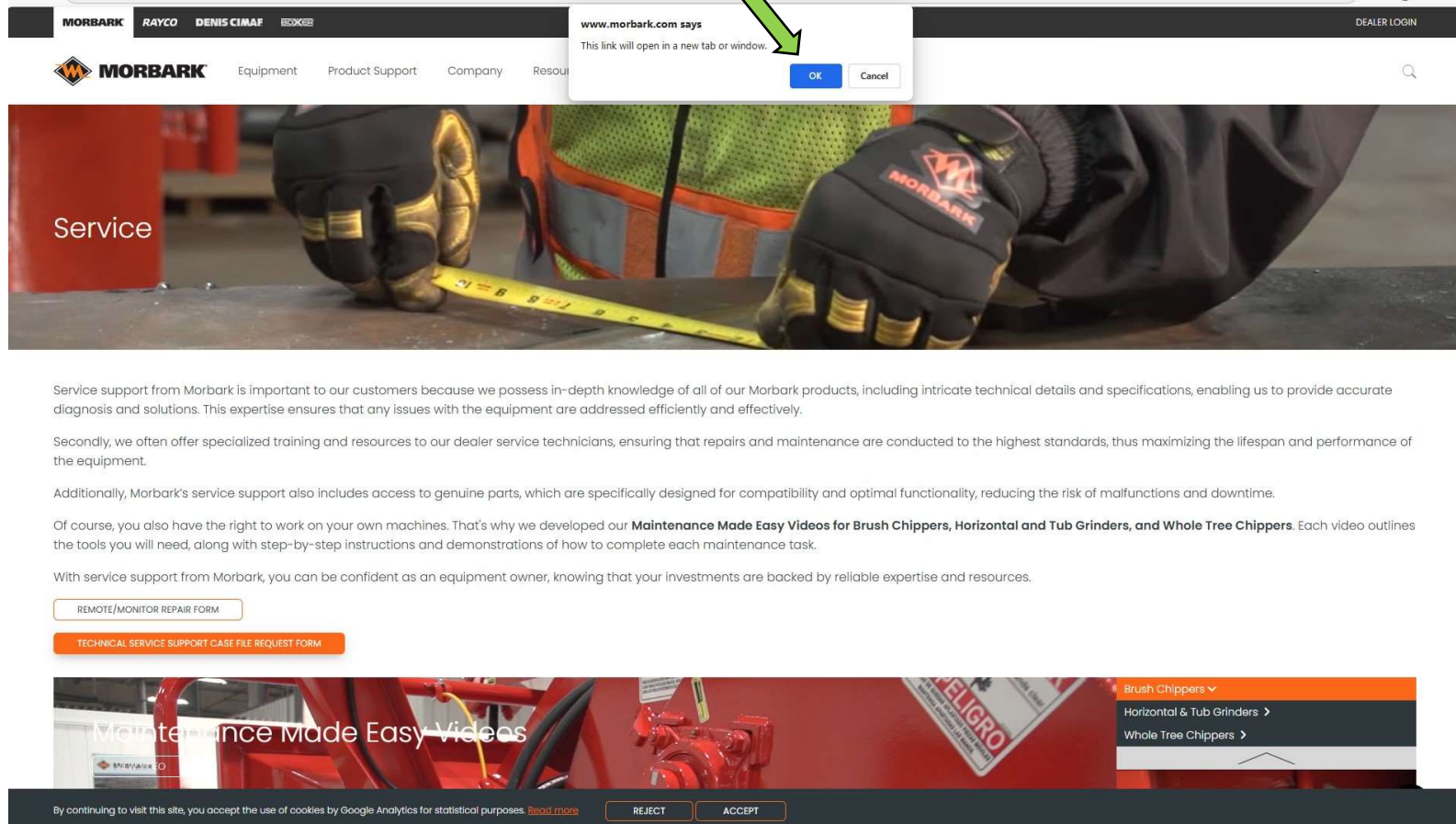
Tools Required

Brush Chippers ▾  
Horizontal & Tub Grinders >  
Whole Tree Chippers >

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# How to submit a Technical Support Case File Request

Then click the “ok” at the top of the page



# How to submit a Technical Support Case File Request

The Morbark case file number will already be attached, Fill out the form

A Member of the **ALAMO GROUP**



## Technical Service Support Case File Request

Morbark Case File Number

025936

---

Contact Name: \*      Contact Cell Phone Number: \*      Contact Email: \*

Tom      Malley      989      621-2660      tom.malley@morbark.com

First Name      Last Name      Area Code      Phone Number      example@example.com

Are you a Morbark Dealer Technician? \*

Yes  
 No

Type Dealer Name: \*

Morbark Dealer Development

Click To Add Additional Contact Name:

Additional Contact

---

Please Select Product Line \*

Morbark  
 Rayco  
 Boxer  
 Denis Cimaf  
 Timber Wolf

You can add up to (4) contact names for the to see the case file



Select product line



Submit



# How to submit a Technical Support Case File Request

Select proper assembly group, then by holding down on the Control/ctrl key on the key pad, you can select more groups.

Fill out a detailed Description, if you type in your are standing beside the machine, this will set priority.

Select Take Photo tab, & take as many pic's as you like & it will automatically upload to the case file. Then click "Submit"

**Technical Service Support Case File Request**

---

Morbark Case File Number  
025936

---

Contact Name: \*      Contact Cell Phone Number: \*      Contact Email: \*  
Tom      Malley      989      621-2660      tom.malley@morbark.com  
First Name      Last Name      Area Code      Phone Number      example@example.com

Are you a Morbark Dealer Technician? \*  
 Yes  
 No

Type Dealer Name: \*  
Morbark Dealer Development

Click To Add Additional Contact Name:  
 Additional Contact

---

Please Select Product Line \*      Morbark \*      Machine Serial Number: \*      Machine Hours: \*  
 Morbark      Eger Beaver 2131      53016      0  
 Rayco  
 Boxer  
 Denis Cimaf  
 Timber Wolf

---

What Assembly Group Best Describes Your Technical Service Request \*  
Electrical  
Fabrication  
Hydraulic  
Powertrain  
Paint  
Engine  
Other  
Note: You can select multiple groups hold CTRL and then click

---

Technical Service Request Description: \*  
I am standing by the machine (this is only a test)

Please Attach Complaint Description Files or Pictures:  
Browse Files  
Complaint Description File  
Complaint Take Photo  
Take Photo

Complaint Description

**Submit**

# How to submit a Technical Support Case File Request

Once you have submitted the Technical Support Case File Request, it is automatically assigned to one of our call center's technical service representatives & they are held accountable to get back with you in a timely matter.

Filling out these case file request's helps up to develop a log of equipment issues which aids to getting these issues resolved & to look for better solutions.

Please remember to add as many details as possible, this will help our technical rep's solve the issues sooner. Also take lots of pictures (always a big help for diagnosing)