

ITW EAE Global Contact Information

Please use this reference sheet for how to contact ITW EAE Service and Support, which group to contact for what needs, as well as our holiday schedule during which times our offices will be closed.

To get back to you as quickly as possible, we would ask your support in observing the following best practices:

- Use this guide to **send your request to the appropriate group** for your specific request.
- Only **submit your request to one (1) support group email**. Submitting the same request to multiple teams may lead to a slower response time. Our team will be responsible for rerouting any requests that get sent to the wrong group.
- If we've done a good job with your ticket, we would prefer you **complete the 1 question satisfaction survey** at the bottom of your Closed Ticket Notification rather than replying with a "thank you" which re-opens the ticket for us.
- If you need assistance with a new issue, please **submit a new request** or email rather than replying to a previous one as this also will help us respond quicker.

Our goal is to assist you as quickly and accurately as possible. By working with us to use this Contact Information to submit your request to the correct group, and by observing these best practices, we are confident we will be able to continue to improve the service we provide.

Global Parts Department Contact Information

Contact for: Parts quotes (with part #'s), Parts orders, Parts logistics (shipping information). For invoice requests, please send those to sharedservices@itweae.com for fastest response.

EAE Office	Email	Phone	Standard Office Hours
China	parts@itweae.com	+86 512 6841 3378	8:30 am – 5 pm GMT+8
Singapore		+65 6286 6635	8 am – 5 pm GMT+8
US		1-800-737-8110, option 4 +1 573-317-3054, option 4	5 am – 5 pm CDT
Mexico		01 800 718 1614 (From US) 1-800-639-9574	8:30 am – 5:30 GMT/UTC-6
Netherlands		+31 162 483277	8 am – 5 pm CET (Friday until 3 pm)

*Note...we are **no longer using the emails** of usparts@itweae.com, euparts@itweae.com, slparts.ap@itweae.com, vsorders.ap@itweae.com, or dporders.ap@itweae.com so please be sure to update any contact information you may have with these emails.

U.S./Canada Technical Support Contact Information

Contact for: equipment troubleshooting, part number identification, service quotes, warranty parts request, spare parts lists, service scheduling, general equipment information.

*Note...we are **no longer using the emails** of helpdesk.nl@itweae.com, tsc.ap@itweae.com, or msupport@itweae.com so please be sure to update any contact information you may have with these emails.

U.S./Canada

Product Line	Email	Phone	Standard Office Hours
Despatch	dspsupport@itweae.com	800-737-8110, option 6 573-317-3054, option 6	5 am – 4:30 pm CDT
MPM	mpmsupport@itweae.com	800-737-8110, option 1 573-317-3054, option 1	8 am – 5 pm EST
Camalot	camsupport@itweae.com	800-737-8110, option 2 573-317-3054, option 2	8 am – 5 pm EST
Vitronics Soltec	vssupport@itweae.com	800-737-8110, option 5 573-317-3054, option 5	8 am – 5 pm CDT
Electrovert	evtsupport@itweae.com	800-737-8110, option 3 573-317-3054, option 3	8 am – 5 pm CDT

Mexico/Latin America Technical Support Contact Information

Mexico/Latin America

Product Line	Email	Phone	Standard Office Hours
Despatch	dspsupport@itweae.com	+1 573-317-3054, option 6	5 am – 4:30 pm CDT
MPM	mpmsupport@itweae.com	01-800-718-1614 (From US) 1-800-639-9574 (Direct) +52 (33) 33-65-6511	8:30 am – 5:30 GMT/UTC-6
Camalot	camsupport@itweae.com		
Vitronics Soltec	vssupport@itweae.com		
Electrovert	evtsupport@itweae.com		

Europe Technical Support Contact Information

Europe

Product Line	Email	Phone	Standard Office Hours
Despatch (U.S.)	dspsupport@itweae.com	+1 573-317-3054 (US), option 6	5 am – 4:30 pm CDT
MPM	mpmsupport@itweae.com	+31 162 483277	8 am – 5 pm CET (Friday until 3 pm)
Camalot	camsupport@itweae.com	+31 162 483277	8 am – 5 pm CET (Friday until 3 pm)
Vitronics Soltec	vssupport@itweae.com	+31 162 483280	8 am – 5 pm CET (Friday until 3 pm)
Electrovert	evtsupport@itweae.com	+31 162 483277	8 am – 5 pm CET (Friday until 3 pm)

*You may also contact your local distributor for assistance. Find your representative [here](#).

Asia Technical Support Contact Information

Asia

Product Line	Email	Phone	Standard Office Hours
Despatch (Ovens)	dspsupport@itweae.com	+1 573-317-3054 (US), option 6	5 am – 4:30 pm CDT
MPM	mpmsupport@itweae.com	+65 9793 7133	8 am – 5 pm GMT+8
Camalot	camsupport@itweae.com	+86 136 3275 2779	8 am – 5 pm GMT+8
Vitronics Soltec	vssupport@itweae.com	+65 9794 0019	8 am – 5 pm GMT+8
Electrovert	evtsupport@itweae.com	+60 12 427 6053	8 am – 5 pm GMT+8

*You may also contact your local distributor for assistance. Find your representative [here](#).