

1. USE THE CORRECT CONTACT INFORMATION

Group	Email	Phone U.S.	Phone Mexico	Phone Europe	Phone Asia
Despatch - Tech Support	dspsupport@itweae.com	800-737-8110, option 6 573-317-3054, option 6	573-317-3054, option 6	+1 573-317-3054 (US), option 6	+1 573-317-3054 (US), option 6
MPM - Tech Support	mpmsupport@itweae.com	800-737-8110, option 1 573-317-3054, option 1	01-800-718-1614 (From US) 1-800-639-9574 (Direct) +52 (33) 33-65-6511	+1 573-317-3054 (US), option 1	+65 9674 7646
Camalot - Tech Support	camsupport@itweae.com	800-737-8110, option 2 573-317-3054, option 2		+1 573-317-3054 (US), option 2	+86 136 3275 2779
Vitronics Soltec - Tech Support	vssupport@itweae.com	800-737-8110, option 5 573-317-3054, option 5		31-162-483280 (Europe)/ +1 573-317-	+65 9794 0019
Electrovert - Tech Support	evtsupport@itweae.com	800-737-8110, option 3 573-317-3054, option 3		+1 573-317-3054 (US), option 3	+60 12 427 6053
Global Parts - All Product Lines	parts@itweae.com	800-737-8110, option 4 573-317-3054, option 4		+31 162 483277	+86 512 6841 3378 +65 6286 6635

2. CONTACT THE RIGHT GROUP

- ☐ Contact Tech Support for: part # identification, equipment troubleshooting, service quotes and scheduling, warranty parts requests, spare parts lists (check Support Center first)
- ☐ Contact Global Parts for: spare parts quotes **ONLY WHEN YOU HAVE A PART #**, parts orders, parts logistics, Smartsheet requests
- ☐ Be sure to go through Tech Support or Global Parts for any new requests or troubleshooting. Escalate to the management of these groups if needed rather than going through Sales or Engineering.

3. PROVIDE THE CORRECT INFORMATION

- ☐ Always provide your serial number and model number up front.
- ☐ Always create a **NEW** email for any new requests. Never reuse older emails or replies.
- ☐ Provide enough information up front when requesting troubleshooting help. Check [here](#) for a list.
- ☐ Check first to see if the information you need is on the [Support Center](#).
- ☐ Provide the serial #, model #, picture and general characteristics when requesting part # identification help.
- ☐ Fill out [this form](#) completely and submit to training@itweae.com for any training request.

4. OTHER HELPFUL INFORMATION

- ☐ Fill out the Customer Satisfaction Survey to let us know how we did.
- ☐ Save time by using Smartsheet to get pricing on the most common spare parts.
- ☐ Total attachment size limit is 20MB per email/ticket.
- ☐ Use the "machine down" indication if your machine is truly down and cannot run production.