

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 possibly. 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 +1 573-346-3341, option 4	5 am – 5 pm CDT
Mexico		01 800 718 1614 (From US) 1-800-639-9574	8:30 am – 5:30 CDT
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.

U.S./Canada

Product Line	Email	Phone	Standard Office Hours
Despatch	service@despatch.com	800-473-7373, option 4	5 am – 4:30 pm CDT
MPM	mtsc@itweae.com	800-737-8110, option 1	8 am – 5 pm EST
Camalot	ctsc@itweae.com	800-737-8110, option 2	8 am – 5 pm EST
Vitronics Soltec	vsustsc@itweae.com	888-473-3569, option 2	8 am – 5 pm CDT
Electrovert	etsc@itweae.com	800-737-8110, option 3	8 am – 5 pm CDT

US Office Observed Holidays	
New Year's	1-Jan-19
President's Day	18-Feb-19
Good Friday	19-Apr-19
Memorial Day	27-May-19
Independence Day	4-Jul-19
Labor Day	2-Sep-19
Thanksgiving Day	28-Nov-19
Thanksgiving Day After	29-Nov-19
Christmas Eve	24-Dec-19
Christmas Day	25-Dec-19
New Year's Eve	31-Dec-19

Mexico/Latin America Technical Support Contact Information

Mexico/Latin America

Product Line	Email	Phone	Standard Office Hours
Despatch	service@despatch.com	+1 952-479-4112 (US) option 4	5 am – 4:30 pm CDT
MPM	msupport@itweae.com	01-800-718-1614 (From US) 1-800-639-9574 (Direct) +52 (33) 33-65-6511	8:30 am – 5:30 CDT
Camalot			
Vitronics Soltec			
Electrovert			

Mexico Office Observed Holidays	
New Year's	1-Jan-19
Constitution Day	4-Feb-19
Benito Juarez Day	18-Mar-19
Good Thursday	18-Apr-19
Good Friday	19-Apr-19
Labor/May Day	1-May-19
Independence Day	16-Sep-19
Revolution Day	18-Nov-19
Christmas Eve	24-Dec-19
Christmas Day	25-Dec-19
New Year's Eve	31-Dec-19

Europe Technical Support Contact Information

Europe

Product Line	Email	Phone	Standard Office Hours
Despatch	service@despatch.com	+1 952-479-4112 (US), Option 4	5 am – 4:30 pm CDT
MPM	mtsc@itweae.com	+1 508-520-0083 (US), Option 3 then Option 1	8 am – 5 pm EST
Camalot	ctsc@itweae.com	+1 508-520-0083 (US), Option 3 then Option 2	8 am – 5 pm EST
Vitronics Soltec	Helpdesk.nl@itweae.com	31-162-483280	8 am – 5 pm CET (Friday until 3 pm)
Electrovert	etsc@itweae.com	+1 508-520-0083 (US), Option 3 then Option 3	8 am – 5 pm CDT

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

Netherlands Office Observed Holidays	
New Year's	1-Jan-19
Easter Monday	22-Apr-19
King's Birthday	27-Apr-19
Ascension Day	30-May-19
Friday after Ascension Day	31-May-19
Whit Monday	10-Jun-19
Christmas Day	25-Dec-19
Day after Christmas	26-Dec-19

Asia Technical Support Contact Information

Asia

Product Line	Email	Phone	Standard Office Hours
Despatch (Solar)	yqshen@itweae.com	+86 139 6219 1861	8 am – 5 pm GMT+8
Despatch (Ovens)	service@despatch.com	+1 952-479-4112 (US), option 4	5 am – 4:30 pm CDT
MPM	tsc.ap@itweae.com	+65 9674 7646	8 am – 5 pm GMT+8
Camalot	tsc.ap@itweae.com	+86 136 3275 2779	8 am – 5 pm GMT+8
Vitronics Soltec	helpdesk.ap@itweae.com	+65 9474 0019	8 am – 5 pm GMT+8
Electrovert	tsc.ap@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](#).

Singapore Office Observed Holidays	
New Year's	1-Jan-19
Lunar New Year Eve (1/2 Day)	4-Feb-19
Lunar New Year	5 & 6 Feb 2019
Good Friday	19-Apr-19
Labour Day	1-May-19
Vesak Day Holiday	20-May-19
Hari Raya Puasa	5-Jun-19
National Day	9-Aug-19
Hari Raya Haji Holiday	12-Aug-19
Deepavali Holiday	28-Oct-19
Christmas Eve (1/2 Day)	24-Dec-19
Christmas Day	25-Dec-19
New Year's Eve (1/2 Day)	31-Dec-19

China Office Observed Holidays

New Year's	1/1/2019
Chinese New Year	4 to 10 Feb 2019
Qingming Festival	5 to 7 Apr 2019
Labor Day	1 to 4 May 2019
Dragon Boat Festival	7 to 9 Jun 2019
Mid-Autumn Festival	13 to 15 Sep 2019
National Day	1 to 7 Oct 2019

Malaysia Office Observed Holidays

New Year's Day	1-Jan-19
Thaipusam	21-Jan-19
Lunar New Year	5 to 6 Feb 2019
Labour Day	1-May-19
Wesak Day Holiday	20-May-19
Nuzul Al-Quran	22-May-19
Hari Raya Aidilfitri	5 to 6 Jun 2019
Hari Raya Haji Holiday	12-Aug-19
Merdeka Day	31-Aug-19
Awal Muharram Holiday	2-Sep-19
Agong's Birthday	9-Sep-19
Malaysia Day	16-Sep-19
Deepavali Holiday	28-Oct-19
Prophet Muhammad's Birthday	11-Nov-19
Christmas Day	25-Dec-19