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 +1 573-317-3054, option 4	5 am – 5 pm CDT
Mexico		01 800 718 1614 (From US) 1-800-639-9574	8:30 am – 5:30 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.

*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

US Office Observed Holidays	
New Year's	3-Jan-22
President's Day	21-Feb-22
Good Friday	15-Apr-22
Memorial Day	30-May-22
Independence Day	4-Jul-22
Labor Day	5-Sep-22
Thanksgiving Day	24-Nov-22
Thanksgiving Day After	25-Nov-22
Day Before Christmas Eve	23-Dec-22
Day after Christmas	26-Dec-22
New Year's Eve	30-Dec-22

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 CDT
Camalot	camsupport@itweae.com		
Vitronics Soltec	vssupport@itweae.com		
Electrovert	evtsupport@itweae.com		

Mexico Office Observed Holidays	
New Year's	3-Jan-22
Constitution Day	7-Feb-22
Benito Juarez Day	21-Mar-22
Good Thursday	14-Apr-22
Good Friday	15-Apr-22
Independence Day	16-Sep-22
Revolution Day	21-Nov-22
Day Before Christmas Eve	23-Dec-22
Day After Christmas	26-Dec-22
New Year's Eve	30-Dec-22

Europe Technical Support Contact Information

Europe

Product Line	Email	Phone	Standard Office Hours
Despatch	dspsupport@itweae.com	+1 573-317-3054 (US), option 6	5 am – 4:30 pm CDT
MPM	mpmsupport@itweae.com	+1 573-317-3054 (US), option 1	8 am – 5 pm EST
Camalot	camsupport@itweae.com	+1 573-317-3054 (US), option 2	8 am – 5 pm EST
Vitronics Soltec	vssupport@itweae.com	31-162-483280 (Europe)/ +1 573-317-3054 (US), option 5	8 am – 5 pm CET (Friday until 3 pm)
Electrovert	evtsupport@itweae.com	+1 573-317-3054 (US), option 3	8 am – 5 pm CDT

*You may also contact your local distributor for assistance. Find your representative here.

Netherlands Office Observed Holidays	
Easter Monday	18-Apr-22
King's Birthday	27-Apr-22
Ascension Day	26-May-22
Friday after Ascension Day	27-May-22
Whit Monday	6-Jun-22
Day after Christmas	26-Dec-22

Asia Technical Support Contact Information

Asia

Product Line	Email	Phone	Standard Office Hours
Despatch (Solar)	dspsupport@itweae.com	+86 139 6219 1861	8 am – 5 pm GMT+8
Despatch (Ovens)	dspsupport@itweae.com	+1 573-317-3054 (US), option 6	5 am – 4:30 pm CDT
MPM	mpmsupport@itweae.com	+65 9674 7646	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.

Singapore Office Observed Holidays	
New Year's	3-Jan-22
Chinese New Year 1/2 Day	31-Jan-22
Chinese New Year	1 & 2 Feb-22
Good Friday	15-Apr-22
Hari Raya Puasa	2-May-22
Labor Day	3-May-22
Vesak Day	16-May-22
Hari Raya Haji Holiday	11-Jul-22
National Day	9-Aug-22
Deepavali Holiday	24-Oct-22
Christmas	26-Dec-22

China Office Observed Holidays	
New Year's	1 to 3 Jan-22
Spring Festival	Jan 31 to 6 Feb-22
Qingming Festival	3 to 5 April-22
Labor Day	Apr 30 to 4 May-22
Dragon Boat Festival	3 to 5 June-22
Mid-Autumn Festival	10 to 12 Sept-22
National Day	1 to 7 Oct-22

Malaysia National Observed Holidays	
New Year's Day	3-Jan-22
Chinese New Year 1/2 Day	31-Jan-22
Chinese New Year	1 & 2 Feb-22
Labor Day	2-May-22
Hari Raya Aidilfitri	3 & 4 May-22
Wesak Day Holiday	16-May-22
Agong's Birthday	6-Jun-22
Hari Raya Haji Holiday	11-Jul-22
Awal Muharram Holiday	1-Aug-22
Merdeka Day	31-Aug-22
Malaysia Day	16-Sep-22
Prophet Muhammad's B-day	10-Oct-22
Christmas	12/26/2022