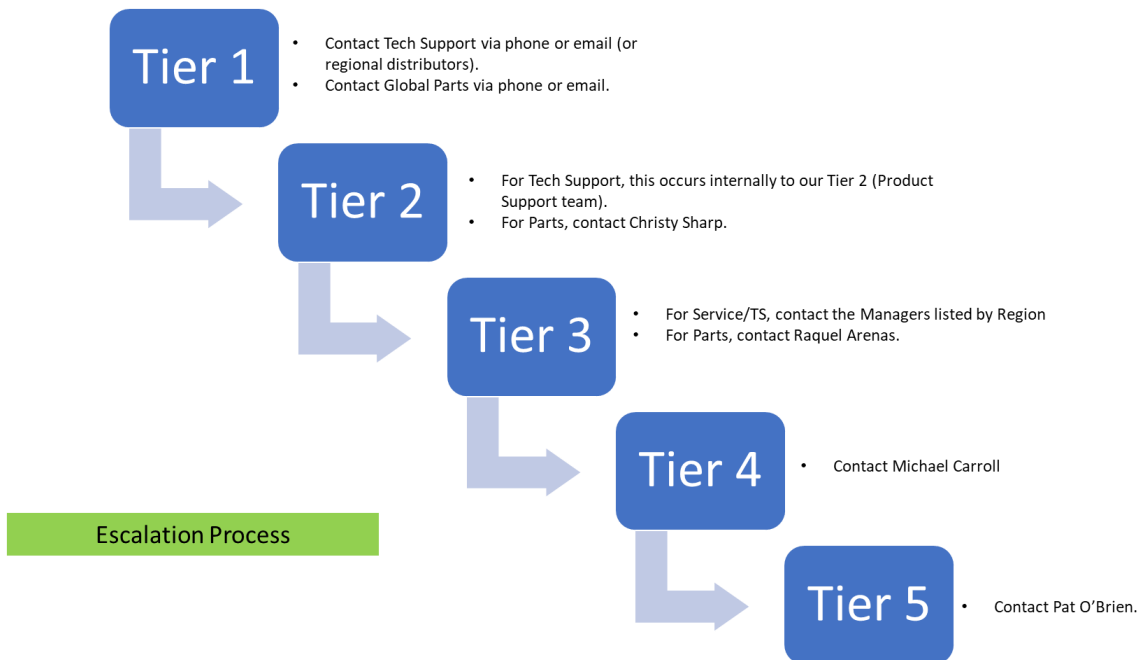


ITW EAE Support and Escalation Procedure

Whenever you have a technical or parts request, the below outlines the steps you should take to submit that request. It also outlines the escalation process that should be followed in those cases where the Tech Support or Parts Teams are not able to provide what you may consider a reasonable response or action taken. By following this process, your concern will get to the right people sooner and lead to a more efficient resolution process.

**It is also important to encourage your customers to submit their request directly to Tech Support or Parts to facilitate a faster response.



Technical Support & Service Escalation Process

Step 1: Contact Local Technical Support Team or Distributor Rep (Tier 1)

All issues should start with our Technical Support teams. Issues can be reported via phone or email and a ticket will be issued in our Help Desk system. Technical Support will also be responsible for bringing in Field Service as needed. Please refer to [this article](#) for a list of our Technical Support contact information.

Step 2: Internal Technical Escalation (Tier 2)

If an issue cannot be resolved by Technical Support, they will escalate the issue to Product Support and create an issue log in our QAD system. This is a requirement for issue escalation. If Product Support is not able to resolve the issue, they will escalate to Engineering for further support.

Step 3: Service Manager Escalation (Tier 3)

If you do not feel that you are getting the required and reasonable support you need from Service, the next escalation point is to contact the manager of Technical Support or Service, depending on the specific issue. Please note that there may be two resources listed. You should start with the Level 1 escalation resource. If that person is not available or does not resolve your issues, you should contact the Level 2 person before going to Tier 4 Escalation. See the contact chart on the next page.

Step 4: Service Director Escalation (Tier 4)

If Technical Support or Field Service Management is not able to resolve your issue or is not available, you would then escalate to Michael Carroll.

Michael Carroll

Business Manager – Global Parts, Service & Support

Telephone: + 952-469-8266

Email: michael.carroll@itweae.com

Step 5: VP/General Manager Escalation (Tier 5)

Although extremely unlikely that an issue could not get resolved by reporting and escalating through Steps 4, the ultimate escalation point would be ITW EAE General Manager Pat O'Brien.

Pat O'Brien

Vice President/General Manager

Email: pat.obrien@itweae.com

Tier 3 Service and Support Escalation Contact List

Manager	Escalation Level	Region	Function	Email	Phone	Product Lines
Silvio Biasella	Level 1/2	Americas	Field Service	sbiasella@itweae.com	+1 847 612-0844	MPM, Camalot (U.S./Canada) - All (Americas)
Carl Chen	Level 1	U.S./Canada	Field Service	carl.chen@itweae.com	+1 952 465-9407	EVT, VS, Despatch
Jorge Martinez	Level 1	Mexico	Field Service	jmartinez@itweae.com	+52 1 331-945-1083	All (except Despatch)
MyLinda Anderson	Level 2	Americas	Technical Support	mylinda.anderson@itweae.com	+1 952 469-8219	All
Ken Parker	Level 1	Americas	Technical Support	kparker@itweae.com	+1 508 541-4802	All
Ben van Seeters	Level 1/2	Europe	Field Service/Technical Support	bseeters@itweae.com	+31 162-483-238	All (except Despatch)
Steven Ng	Level 2	Asia	Field Service/Technical Support	sng@itweae.com	+65 9618 9267	All (except Despatch)
Amos Teng	Level 1	Asia	Field Service/Technical Support	ateng@itweae.com	+65 9793 7133	MPM
Wilson Zhang	Level 1	Asia	Field Service/Technical Support	wzhang@itweae.com	+86 136 3275 2779	Camalot
Victor Chow	Level 1	Asia	Field Service/Technical Support	vchow@itweae.com	+65 9794 0019	Vitronics
Alvin Lee	Level 1	Asia	Field Service/Technical Support	alee@itweae.com	+60 12 427 6053	Electrovert

Figure 1 - Tier 3 Service and Support Escalation Contact List

Spare Parts and Logistics Escalation Process

Step 1: Contact ITW EAE Parts Team or Regional Distributor

For all Spare Parts-related requests or concerns, your first point of contact should be to phone or email the Global Parts Team or your local Distributor. Contact information for our Parts team can be [found here](#).

Step 2: Machine Down Escalation Protocol/Parts Team Lead Escalation

If the Parts Team is not able to assist with your issue, the next escalation point would be to reach out to the Parts Team Lead. Note that if a part is not available for an urgent/machine down request in Step 1, then the Parts Team would automatically escalate to Step 2 and use their Machine Down Protocol. Please note that you should allow at least **24 hours for standard requests** before considering an escalation due to a lack of response.

Christy Sharp
Spare Parts Order Administrator Team Lead
Telephone: +1 573-317-3039
Email: csharp@itweae.com

Step 3: Parts Management Escalation

If you are unable to reasonably resolve the issue by working with the Parts Lead (or in the case of that person being out of the office), your next contact would be Raquel Arenas.

Raquel Arenas
Spare Parts Order Administrator Supervisor
Telephone: +1 573-317-3023
Email: rarenas@itweae.com

Step 4: Parts & Service Director Escalation

If either Raquel or Summer are not available or you do not feel they have adequately or reasonably assisted with your issue, you can contact Michael Carroll.

Michael Carroll
Business Manager – Global Parts, Service & Support
Telephone: + 952-469-8266
Email: michael.carroll@itweae.com

Step 5: Vice President/General Manager Escalation

Although extremely unlikely that an issue could not get resolved by reporting and escalating through Steps 4, the ultimate escalation point would be ITW EAE General Manager Pat O'Brien.

Pat O'Brien
Vice President/General Manager
Email: pat.obrien@itweae.com