

T.I. no.: 2024-02 Updated: -	Topic: New Schaerer TechSupport International Ticket System
---------------------------------	---

Date: 15.01.2024	Priority	Need for action
Affected machines:	<input type="checkbox"/> High	<input type="checkbox"/> As soon as possible
From serial number:	<input type="checkbox"/> Medium	<input type="checkbox"/> On next visit to the machine
Start date: immediately	<input checked="" type="checkbox"/> Low	<input checked="" type="checkbox"/> FYI only

INFORMATION ABOUT NEW TICKET-SYSTEM BEHIND TECHNICAL-SUPPORT@SCHAERER.COM

Dear Valued Customer

We appreciate your continued partnership with Schaerer and are committed to providing you with the best possible service.

To streamline our technical support process and enhance the efficiency of our services, we introduced a new ticket-system behind our existing support email address technical-support@schaerer.com for international clients.

If you have follow-up questions to emails sent from technical-support@schaerer.com, please make sure you reply to the email and keep the ticket number in the subject line.

Kind regards

Schaerer International Technical Support Team

Service contact
Global Technical Support Team
GBU Professional Coffee Machines
> Support hotline: +41 32 681 62 75 (10:00-11:30 a.m. CET/ 3:00-4:30 p.m. CET)
> Support e-mail: technical-support@schaerer.com