A&R (Asia) Customer Support Center

Customer procedure to contact the A&R Support between 8:00am to 5:00pm (Thailand Time)

1. Situation

- Equipment stopped / On site intervention
- Support needed / Question
- Spare parts request
- Planning / Maintenances / Organization / Upgrades

add "URGENT" in the mail object
& prepare remote assist ID connexion

2. Contact

- ASIA call : +66 21 84 90 25
- Mail to : support@ar.be
- Mail to : parts@ar.be
- Mail to : admin_CCS@ar.be

3. Ticketing system

Ticket creation (automatic answer confirmation)
Ticket name = Email object => Format must be respected

Ticket format

CS26840 – MCV20 – PRSA – NEW PC Win 10 : Need for an upgrade

- Quote / PO / RMA number
- Equipment type & number
- Project (not for stand-alone products)
- Short description

One ticket = One subject
New subject/ other request = New ticket

Ticket Ranking

- Machines stopped / On-site intervention required
- Request for equipment : - under maintenance contract, - under warranty
- Any other requests

Customer Support agent reply or call back