



## Technical Support

SYNNEX' Support Team of highly trained and certified engineers assists our customers and sales reps with pre-sales consultation, post-sales troubleshooting, and training inquiries.

The Support Team can:

- Diagnose hardware and software problems and provide technical solutions
- Identify alternatives to replace defective, damaged, or obsolete parts and products
- Dispatch onsite service, including replacement parts (if the system is within the onsite warranty period)
- Provide updates on service status

Technical support is available from 8:30 AM-8 PM (ET) Mondays-Fridays

Call us toll-free at 800-756-2888 or email us at [techsup@synnex.com](mailto:techsup@synnex.com).

Please have the following information ready when you call, or provide these details in your email.

- Sales order (packing slip)
- Customer number
- System model number
- Serial number
- Invoice number
- Details of the problem

Technical Support will make every effort to solve the problem. If we cannot solve the problem, we will arrange the appropriate type of service required for any product still under warranty.

