

Technical News Bulletin

08 August, 2011

Technical phone assistance for Emhart Glass customers

In this TNB we would like to inform our customers about changes and improvements made to our technical phone assistance.

Technical phone assistance is organized by product line (Hot End – Cold End) and business hours.

Emergencies

For emergencies, please call our 24-Hours Emergency Number.

	Hot End	Cold End (Inspection Business)
24 Hours Emergency Number	+ 41 41 749 41 41	

The 24 Hours Emergency Number provides emergency assistance in English. You are first asked if it is a Hot End or Cold End issue and a brief description of the problem. Then you are connected to an experienced service engineer for phone assistance. In case the issue requires an on-site service trip, one of our service coordinators is going to schedule a service intervention with you.

The Emergency Number is also published on our website www.emhartglass.com.



Non-emergencies

For non-emergencies, please call or e-mail our Customer Service Management or contact your local Sales representative.

	Hot End	Cold End (Inspection Business)
Customer Service Management	+41 41 749 42 00 (Switzerland)	+1 727 535 5502 (USA) +41 41 749 42 00 (Switzerland)
(Office hours)	hotendservice@emhartglass.com	coldendservice@emhartglass.com

The 24-Hours Emergency Number and all our local office numbers are also published on our website www.emhartglass.com.

Principal

Cham, Switzerland

Emhart Glass SA

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North / South America

North / South America	
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PO Box 220	Clearwater, FL 33764 USA
Windsor, CT 06095-0220 USA	Telephone: +1 727 535 5502
Telephone:+1 860 298 7340	
Owensville, Missouri, USA	Elmira, New York, USA
Emhart Glass Manufacturing Inc.	Emhart Glass Manufacturing Inc.
405 East Peach Avenue	1140 Sullivan Street
PO Box 580	Elmira, NY 14901-1695 USA
Owensville, MO 65066 USA	Telephone: +1 607 734 3671
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Europe, Middle East & Africa

Europe, Middle East & Africa	
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