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Getting Help

Support

Sometimes you need to get in touch with us, and other times you need to get in touch with us ***fast***. To help you decide, we have compiled a list of contact methods so you always get the service you need.

Technical and Support Requests

- Email your primary support technician with any items that do not require an immediate response.
- Email support@techniquemicro.com [1] (received by all support technicians) when you do not want to wait for a specific technician to become available. Emails are still returned on a best effort basis, but you will usually receive a faster response than above.
- Call our office (905-564-5722 or 1-800-267-5722). During business hours someone will direct your call appropriately. Outside of business hours (or if nobody is currently available to answer) you can use the automated attendant to be transferred to your primary support technician?s voicemail. For non-emergency items, you can leave a message and the technician will call you back. If your request requires an emergency response you can press 7 during the greeting to be transferred to the technician?s cell phone. During business hours you will usually get an immediate response unless the technician is on vacation, or on another priority call. In this case, please speak directly to the operator, or try another technician?s extension. Outside of business hours, our technicians will answer their phones on a best effort basis. If you need guaranteed 24x7x365 On-Call service, you can make arrangements with our sales department.

Scheduling, Sales and Billing Questions

- Email sales related questions (including requests for quotes) to sales@techniquemicro.com [2].
- Email scheduling related questions to scheduling@techniquemicro.com [3].
- Email billing related questions to billing@techniquemicro.com [4].

NOTE: All voicemail and email messages (including support requests and items marked with high priority) are answered on a best effort basis, usually on the same business day and most often within a few hours.

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Links:
[1] mailto:support@techniquemicro.com

[2] mailto:sales@techniquemicro.com
[3] mailto:scheduling@techniquemicro.com
[4] mailto:billing@techniquemicro.com