



How To Contact Our Timing Support Team – Print & Post

24x7 Emergency Timing Alarm Support Call-In Procedure

NOTE: For Current SyncCare Customers Only – Call (904) 280-1234 ext. 316 for Coverage

To report a service-affecting issue at any time:

- Dial **1-904-280-1234**. Select **Option #2** for service affecting **EMERGENCIES**.
- You will be prompted to leave your name, company name, call back number, e-mail address and a brief description of the service issue. The emergency messaging system will then broadcast text and email alerts to all support personnel and you will receive a live call-back within sixty (60) minutes.
- Please provide Serial Number of the affected equipment.

Non-Emergency Support Through Our Website

To request non-emergency support, go to www.syncworks.com, choose Support then choose Contact Support Team. Fill out a Support Request. You will receive a reply by the next business day.

- You will be asked to enter the following fields:
 - Name
 - Company
 - Phone Number
 - E-mail Address
 - Subject
 - Description
- To ensure efficient resolution, please provide a thorough description of the service issue.
- Once submitted, an automatic reply email will be sent to you. The automatic reply email will confirm the receipt of your request and contain the Syncworks assigned case number associated with your request.
- Your case will be reviewed during regular business hours (Monday through Friday, 8am ET to 5pm ET).
- Customers will be contacted directly if additional information is needed. An update will be provided via email or by phone as soon as information is available.
- Please provide Serial Number of the affected equipment.

