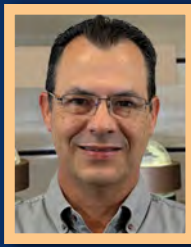


## PRODUCT MARKETING & TECHNICAL SUPPORT



Jason McCoy,  
Product Manager



Mark Harris,  
Product Manager

**877-721-5913**  
or  
**281-442-9000**

**Who to Call for  
what product line**

## WHAT IS TECHNICAL SUPPORT?

Both the 877-721-5913 and 281-442-9000 numbers are automated to assist callers in reaching the right product manager for their questions. It is important that Technical Support questions are directed to the manager assigned to the product in order to be most productive and helpful to you. Calls can be directed to the Product Manager's direct phone number or through the main switchboard numbers. All Product Managers back-up each other when one is unavailable.

### What is NOT a Technical Support question?

Call Customer Service when questions such as these arise:

- "My S+S product doesn't work and I already replaced it" or "it burnt-up," or "it was broken in shipment." These issues require an RGA (RMA) to determine the root cause or warranty credit. Calls should be directed to Customer Service.
- Customer needs to expedite an assembled starter or custom control panel order quoted by Custom Quotes. Calls should be directed to Customer Service.
- Cross-over of competitive catalog numbers should be handled by Field Sales personnel.
- "Do we have a specific catalog number in stock?" or "when will stock be replenished?" Direct the customer to the B2B web site or call Customer Service.

"What is the manufacturing lead time of an assembled starter or custom control panel?" This should be handled by calling Customer Service who will contact Operations personnel.

### What IS a Technical Support question?

Call Technical Support when questions such as these arise:

- Converting obsolete catalog numbers to current product catalog numbers.
- A customer who doesn't quite understand a control diagram or instruction sheet.
- A customer who can't get his softstarter set-up and running.
- Why isn't my product performing the way it is expected?
- Application questions such as:
  - Selecting a contactor to switch DC loads
  - NEC 430-52 versus NEC 430-53 issues
  - Type E/F Combo application versus Classic Switch or MCCB Combo
  - UL 1077 versus UL 489 circuit breakers versus UL508 disconnect switches
  - UL 98, UL508, UL1087, or NFPA 79

### Technical Support

**281-442-9000 USA & Canada**

### Customer Service

**877-721-5913 USA**

**800-343-0464 Canada**

### JASON MCCOY Power Products

tel: 281-227-4222

[jlmcocoy@sprecherschuh.com](mailto:jlmcocoy@sprecherschuh.com)

- Contactors
- Overload Relays
- Open & Enclosed starters
- Control Relays (CS7/CS8)
- Multi-starter panels
- Duplex/Pump panels
- Motor Controllers
- Infinitum Motor+Drive
- Custom Controls

### MARK HARRIS Logic Products

tel: 281-227-4218

[mrharris@sprecherschuh.com](mailto:mrharris@sprecherschuh.com)

- Soft-Starters
- Repol & Gefran Relays
- Pilot Devices
- Electronic Timers
- Disconnect Switches
- DIN Mini-CB's
- Fuse Holders
- Terminal Blocks
- Power Supplies
- Bus Systems (Wöhner)
- Auer Signaling