

WE'RE HERE TO HELP

You can either chat with our virtual assistant to find answers to commonly asked questions, or you can submit a ticket and a member of our Tech Team will reach out to you.

To receive technical support, visit the Hotronix website www.hotronix.com/support.



GET HELP FROM **H.E.R.B.**

Helpful H.E.R.B., the Hotronix Equipment Resource Bot, can assist with common questions and help you get started. H.E.R.B. is located on every webpage – just look for this icon!

You can also access H.E.R.B. from to the middle of the “support” page.

Get Help from H.E.R.B. – Hotronix Equipment Resource Bot

Hi, I'm HERB!



Our virtual assistant is here to help you find answers to common questions about your Hotronix heat press.

“Hi I'm HERB, the Hotronix Equipment Resource Bot. I'm here to help answer some questions you have about your press. Let's get started! First, I'll need to verify your press is in warranty. What's your serial and model number?”

START CHAT

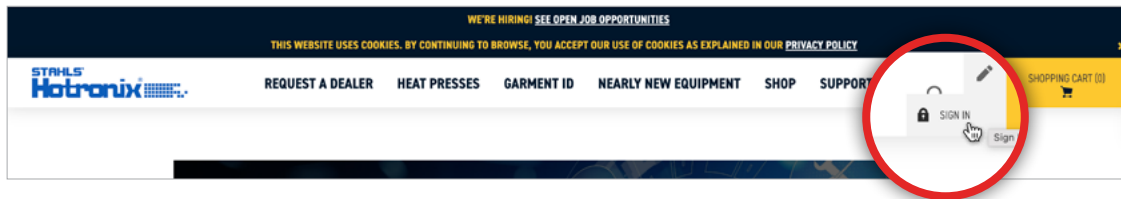
SUBMIT A SUPPORT TICKET

To get assistance from one of our service techs, you may submit a support ticket.

Techs are monitoring and handling tickets between 8:00 a.m. – 9:00 p.m. (EST) Monday-Friday.

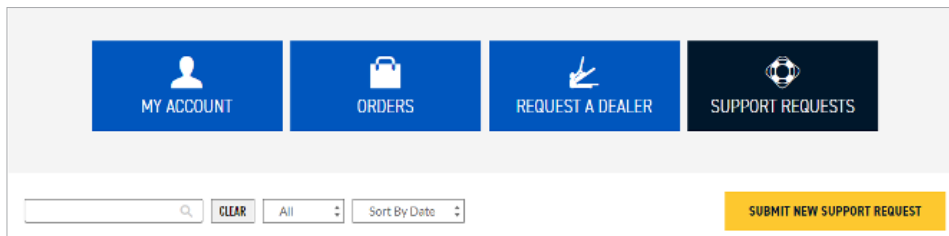
Easy as 1-2-3. See the steps below:

1. Login to your Hotronix account (or register if you're a new user)

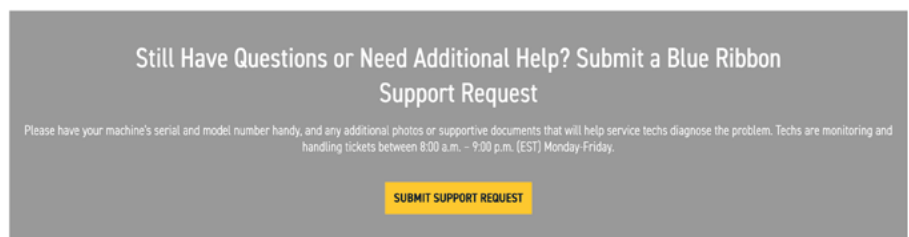


2. Once you are logged in, you can submit a support request from your dashboard

Make sure to have your machine's **serial and model number** handy, and include any additional photos or supportive documents that will help service techs diagnose the problem.



NOTE: You can also access the Support page from the main Hotronix.com/support page here:



3. A Technical Support technician will contact you

Requests are handled in the order received.

Support hours are Monday through Friday from 8:00 am until 9:00 pm, with the exclusion of major holidays. Technicians will respond by email, please check all inboxes including spam.

HOTRONIX.COM/SUPPORT