

How To Submit a Support Ticket

1) **Restart your device and verify the connections.**

You can restart your machine by unplugging the cord from the wall or the Poursteady itself. It's also good to make sure that all of the connections are seated in a way where they won't come loose if the machine or power cord are moved.

2) **Have your serial number and technical point-of-contact handy.**

Our team will need the serial number of your device for remote diagnostics and ticket management. It's also important that we start by talking to the right people, whether that's the cafe manager or your provided technical point-of-contact. The serial number can be found on the side of the Poursteady, printed on a silver sticker.

3) **Provide clear photos or video of the issues, whenever possible.**

Photos and videos are a great tool to help us diagnose issues, especially if there's something difficult to explain, like a sound. Let us know what time the video was made, so we can match it up to the machine's logs.

4) **Provide a thorough description of the issue.**

Try to get as much information about the problem as you can without making assumptions about what you're seeing. Statements like, "The buttons are lit, but the nozzle doesn't move" are much more helpful than ones like, "It doesn't work," or "I don't think there's power going to the nozzle."

5) **Submit a support ticket through the form at our website.**

If you're still having issues, you can submit a support ticket through the form on our website at <https://www.poursteady.com/support>. You may come to know some of our team and think of reaching out directly to them, but the fastest and most efficient way for us to handle tickets is the form on our website.

6) **Make sure your machine is online.**

We use remote diagnostics to better understand the issue at hand, so it's very important that your machine is online. Instructions for connecting the machine to the internet are on pages 13-16 of the Poursteady User Manual.

7) **Keep in touch!**

Our team will reach out to you within 24 hours to help you get your issue sorted. Be sure to hit "Reply All" so that support@poursteady.com is included on all emails.