

## HOW TO REACH **NITA**

At **Nita**, our goal is to provide fast, clear, and structured service. To better handle your requests, we use a centralized email management system that ensures proper tracking, prioritization, and follow-up along with a direct customer care phone number.

### **Email** or **Phone? Which to Use When**

We understand that different situations require different responses. Here's a quick guide to help you choose the right communication method:

Request Type	Recommended Communication Method
Non-urgent requests	Email – allows better tracking and clear documentation (pictures, videos)
<b>Emergency technical issue causing downtime</b>	<b>Phone – call our service line for a faster, real-time response.</b>
Order follow-ups or general inquiries	Email – ensures a clear response and allows for attachments if needed.
Urgent on-site service request	Phone – call to alert us; we'll create the ticket and expedite a follow-up.

### Three emails, three types of requests

<b>1</b> <b>support@nita.ca</b>  <b>Use this for:</b> <ul style="list-style-type: none"> <li>• Remote technical issues</li> <li>• Troubleshooting</li> <li>• Remote login with a technician</li> <li>• General questions about your equipment</li> </ul>	<b>2</b> <b>parts@nita.ca</b>  <b>Use this for:</b> <ul style="list-style-type: none"> <li>• Ordering parts</li> <li>• Price inquiries</li> <li>• Availability checks</li> <li>• Order follow-ups</li> </ul>	<b>3</b> <b>service@nita.ca</b>  <b>Use this for:</b> <ul style="list-style-type: none"> <li>• On-site technician service scheduling</li> <li>• Service quote requests</li> <li>• Follow-ups on scheduled visits</li> </ul>
--	--	---

## Customer Care Phone Number:

**514-591-2199** is the direct line to use for all NitaCare inquiries.

**Note:** If you need a Toll-Free version then **1.855.668.NITA (6482)** will connect you to that line as well.

### Use the phone number when:

- Machine is down
- Production is stopped by technical issues
- Situation is time-sensitive

---

When a call is received, our team will automatically create a ticket in our system to ensure proper follow-up. For efficiency purposes, please have the machine serial number in hand.

---

### Best Practices

- Always reply to the latest email thread to maintain conversation history.
  - Include your machine's serial number and photos when relevant.
  - One request per email helps us triage and assign more efficiently.
- 

In case you need to escalate the level of support, you can communicate with:

**Kirk Mihelakis,**

Customer Care Supervisor

438-334-6474

**[kmihelakis@nitalabeling.com](mailto:kmihelakis@nitalabeling.com)**

---

If you have any questions about this process, don't hesitate to reach out. We're here to help!

Thank you for your collaboration,

**The Nita Care Team**