

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)
Emergency technical issue causing downtime	Phone – call our service line for a faster, real-time response.
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

1 support@nita.ca Use this for: <ul style="list-style-type: none"> • Remote technical issues • Troubleshooting • Remote login with a technician • General questions about your equipment 	2 parts@nita.ca Use this for: <ul style="list-style-type: none"> • Ordering parts • Price inquiries • Availability checks • Order follow-ups 	3 service@nita.ca Use this for: <ul style="list-style-type: none"> • On-site technician service scheduling • Service quote requests • Follow-ups on scheduled visits
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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.
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In case you need to escalate the level of support, you can communicate with:

Steven Cloutier,

Director of Customer Care

438-334-6474

scloutier@nita.ca

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