



Hurricane Harvey Recovery Hotline

For those affected in the Houston Floods

We at HEIDENHAIN CORPORATION USA understand there are many companies that have been affected by the flooding in Houston and the surrounding communities. Our goal at HEIDENHAIN is assisting you with your efforts to restore the lost functionality of your equipment that has been affected by the flooding.

We recommend contacting your local HEIDENHAIN distributor if you currently work with one, or you can contact our main US Service office directly at **844-323-9671**.

To assist, we will discuss the best options for machine restoration solutions, as well as search our U.S. and German warehouse locations to source the HEIDENHAIN products required to ensure your equipment is returned to proper and safe operating conditions in an expedited manner.

In some cases, we can offer the ability to send in our Field Service Techs to perform work you may not be able to perform. These requests will be based on availability of the parts required, and the availability of our technicians. We will also recommend local qualified distributors, when required, as an option.

If this applies to your situation, please contact our hotline at 844-323-9671.

Please provide the following needed information when contacting Technical Support with a Machine Down request so that we may expedite the research and parts inquiries for your affected equipment:

- Name
- Company Name
- Telephone Number
- Email address
- ID (part) Number of the defective item
- Serial Number of the defective item

844-323-9671