



Request for Technical Support

Powder-X Coating Systems provides technical support for products we manufacture directly to the purchaser of the equipment at no charge. Technical support is available on used equipment at a rate of \$300 per hour with a one hour minimum. Owner's manuals are provided with all Powder-X manufactured equipment at the time of purchase. Additional copies of the users manual and schematics can be purchased for \$300.

All Technical Support must be initiated with this form. Once the form is submitted and reviewed, someone will respond (1) with an answer (2) requesting more information or (3) setting up a time for a telephone call.

Please note:. Most technical issues involve electrical or utility issues. Powder-X Technical Support does not provide electrical or utility guidance. All units come with an owners manual which includes electrical schematics, fan and motor information, burner specifications, etc. A Certified Master Electrician or a Certified HVAC/GAS professional should have enough information in the manual to troubleshoot most situations. During the course of the Powder-X Technical Support, if it is determined that the issue is most likely electrical or utility related, you will be sent back to your local certified professional. Powder-X is prohibited from an insurance, a codes, a safety, and a legal perspective from addressing these issues in anything other than an overview perspective.

Please make sure all information on this form has been provided accurately and completely before requesting technical service. (To get more copies of this form visit <https://powderx.com/tech-support/>)

Customer Information

Business Name: _____

Contact Person: _____ Contact Phone: _____

Address where equipment is located: _____

Name and Email address of the person who we need to reach out to: _____

Explain in Detail the issue you are having:

Email this form to main@powderx.com

To get more copies of this form visit <https://powderx.com/tech-support/>