

# Ace Computers Warranty Support Information Sheet

Ace Computers normal business hours are Monday-Friday 8:30 AM to 5:00 PM (Central Standard Time). Please enter online, call or email the Helpdesk with all warranty repair claims.

If you experience any concerns regarding helpdesk support or encounter a problem with support, please contact Warranty Support Escalation directly.

Your information should be prepared before contacting Customer Service and be easily extracted from an email or web form at “[acecomputers.com/support](http://acecomputers.com/support)”

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## Vital Information: 1.0

### 1. Contact Information:

Including: Primary Contact, Shipping Address, Phone Number and Email Address

### 2. Serial Number:

Ace Computers or Monitor Serial number of systems.

When placing calls for individual parts provide corresponding Ace Computers system Serial Number.

When placing calls for Monitor provide manufacturer Serial Number and corresponding Manufacturer system Serial Number if applicable.

### 3. Problem Description:

As detailed as possible for system and components.

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## Ace Computers Contact Information: 2.0

### *Warranty Support:*

Helpdesk PH.	847.952.6999
Helpdesk Email	<a href="mailto:support@acecomputers.com">support@acecomputers.com</a>
Web Submission:	<a href="http://acecomputers.com/support">acecomputers.com/support</a>

### *Warranty Support Escalation Contact:*

#### Technical Manager:

PH:	847.952.6932
Email:	<a href="mailto:daniel@acecomputers.com">daniel@acecomputers.com</a>

Please call or email the Helpdesk first.

If a response is not received in a reasonable amount of time, please contact above.