



Partner IT - Support & Warranty Guide

How to prepare a support request and help the technical team respond efficiently.

Galle Branch	Nugegoda Branch	Hotline / WhatsApp
091 222 2 322	011 208 6 808	077 117 6 808

Urgent Support

For a critical existing-customer outage, call the Partner IT hotline on 077 117 6 808. For branch-specific communication, Galle landline is 091 222 2 322 and Nugegoda landline is 011 208 6 808.

Before Contacting Support

Customer / site	Company/site name and location.
System	CCTV, network, firewall, NAS, PBX, access control, ERP or other system.
Issue	What is not working and when the issue started.
Impact	How many users/devices/areas are affected.
Evidence	Photos, screenshots, error messages or device status if safe to provide.
Recent changes	Power outage, cabling change, ISP change, firmware/configuration change or new equipment.

Warranty Requests

Provide the invoice/quotation reference where available, item/model, serial number, issue description and photos. Warranty handling depends on the applicable product/vendor terms and Partner IT document.

Remote Support

Remote support may require an authorized contact at the customer site. Do not send passwords in ordinary email or public chat. Use the approved support process for temporary credentials or secure access.

Maintenance

Preventive maintenance can include visual inspection, device health checks, firmware/configuration review, backup verification, cleaning where applicable, test results and expansion recommendations.