

Please carefully review the message below outlining the required information required by CBC/Ganz tech support in order to provide you with the best possible service.

The Americas

To request technical support, or if you would like more information about our company, products and services, please take a moment to contact us and we will respond to your inquiry as soon as possible.

You can reach our Technical Support departments directly at:

+1 (919) 230- 8700 (8:30 am - 5:30 pm EST)

Outside the Americas

If you are from another geographical region, please contact the appropriate CBC office nearest you ([CBC Offices Worldwide](#)).

Frequently Asked Questions

Technical Support FAQ

1. When calling Technical support, please be prepared with the following information:
 - Your company name
 - Your name
 - Product model number
 - Product Serial number
 - If the product is known to have been purchased directly from CBC/Ganz, or through a third party.
 - You should clearly explain the symptoms with respect to the complaint against the product. Be ready to perform suggested troubleshooting, with regards to resolving the complaint.
2. Technical Support will create system notes regarding the call, troubleshooting performed, and the end result.
 - You will be issued a case number for reference to the system notes.
 - The case number will be needed in order for a CBC/Ganz support to generate an RA.
 - An RA can only be issued to a vendor who is a direct customer of CBC/Ganz.
 - The RA will be issued only to the Vendor who will be handling the return.