

YOUR SUPPORT *GUIDE*

At MiTek we want it to be easy for you to get the help you need. This guide outlines what each team does, how to contact us and when to reach out. Our goal is simple – make sure you always know who to contact and how we will work with you to resolve any issue.

Customer Service

[E] ausales@mii.com

[P] 1800 064 835 (1)

Operating hours 8:00 - 16:30



What we do

- General enquiries
- Orders and delivery questions
- Account and billing queries
- Order status updates and communication

When to use this

For day-to-day operational questions or updates relating to orders and accounts.

Help Desk

[E] support.au@mii.com

[P] 1800 064 835 (2)

Operating hours 8:00 - 16:30



What we do

- Technical troubleshooting
- Initial diagnosis of software or system issues
- Coordination with other technical teams
- Updates through to resolution

When to use this

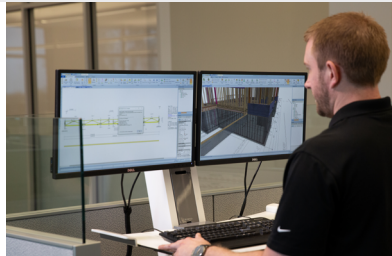
When something is not working and you need technical troubleshooting.

Engineering

[E] auengineering@mii.com

[P] 1800 064 835 (3)

Operating hours 8:00 - 16:30



What we do

- Advanced engineering and design support
- Resolution of complex technical enquiries
- Guidance on design and compliance considerations

When to use this

For complex design or engineering questions that require specialist input.

Automation Support

[E] AutomationSupportAPAC@mii.com

[P] 1800 064 835 (4)



What we do

- Automation troubleshooting and service
- Remote diagnostics
- On-site installation and servicing
- Engineering coordination for complex issues

When to use this

For automation equipment issues, servicing or machine performance.

Field Technical Support

**FRAME & TRUSS ACCOUNT
MANAGER**

Please contact your Frame & Truss Account Manager



What we do

- On-site and remote technical support
- Diagnostics and adjustments
- Performance improvements and best-practice guidance

When to use this

When hands-on technical support is required either on site or via a remote session.

Deployment

[E] apacsoftwaredeployment@mii.com



What we do

- New deployments and go-live support
- Configuration and site readiness
- Technical troubleshooting during rollout.

When to use this

Best for onboarding, implementation, and go-live support

GETTING HELP FASTER

If you are unsure who to contact, start with the **Help Desk** and we will direct your enquiry to the right team.

When submitting a support request, the following information helps us resolve your issue faster:

- **Clear description of the issue** – what happened and what you were trying to do
- **Screenshots or error messages** where possible to guide on the steps to reproduce the issue
- **Project name, job number or machine details** if the issue relates to a specific job or piece of equipment

Providing these details upfront helps our team diagnose the issue quickly and minimise delays.

MiTek