

LenelS2 EMEA contacts

	I want to / I have	Email / URL	Phone
Sales	Find the nearest sales representative Place an order	LenelS2 Sales Contact Map no-reply.orders@carrier.com	LenelS2 Sales Contact Map +31 (0) 495 583000
Customer service	Check an order status, general inquiries, or request a RMA Sub Saharan Africa - Orders, general inquiries, RMA	cs.edc@carrier.com customer.servicessa@carrier.com	+31 (0) 495 583000 +27 11 579 7322
Inside Sales	For standard quotes and product inquiries	insidesales.emea@carrier.com	+48 58 326 22 40 (Toll Free Numbers)
Collection team	Check the financial status of my account	Please contact customer service to receive your credit control contact details.	Please contact customer service to receive your credit control contact details.
OnGuard Training	Training inquiries Europe, Middle East and Africa Training registration	All regions contact: training.registration@carrier.com https://partner.lenel.com/	Europe: + 32 2 725 11 20 Middle East: + 971 4 419 9105 Sub Saharan Africa: + 27 11 579 7320
NetBox Training	Training is online. Part numbers and prices are available in the NetBox Pricebook. For on-demand custom training for NetBox contact our SIG team.	https://portal.lenel2.com Contact: sig.emea@carrier.com	
Technical Support Group (TSG)	OnGuard, LNVR, MagicMonitor NetBox, NetVR, NetVRx, MagicMonitor	OnGuard and related software: tech.emea@carrier.com NetBox: netbox.emea@carrier.com	+48 583 262 240 (Toll Free Numbers) +48 583 262 240 (Toll Free Numbers)
24x7 Emergency Technical Support Service	NetBox VARs: Available with a valid SUSP OnGuard VARs: Available with Emergency Support Contract		+1 508-663-2505 Consult your contract for contact details or contact SIG for details
System Integration Group (SIG)	Request SUSP quotations Return License, request licenses updates, evaluation or demo licenses lead time: 2 days	sig.emea@carrier.com	+48 583 262 240 (Toll Free Numbers)
Advanced Services	OnGuard: Request advanced services quotation or conversion of US quotes (PES, CS, RMS, ES) 6 days (SOW) NetBox: Request for Advanced Services (PES)	Services.lenel.com (recommended) pes.emea@carrier.com Request quote via sig.emea@carrier.com and order via customer services (see above)	+48 583 262 240 (Toll Free Numbers)
VAR Portals for downloads, pricing, and other information	OnGuard: Software downloads, User guides, Price lists, Training information, Partner community NetBox: Software, licenses. For NetBox pricing, please contact your local sales representative.	For OnGuard VARs please visit LenelS2 Partner Center: https://partner.lenel.com/ For NetBox VARs please visit the LenelS2 Customer Portal: https://portal.lenel2.com/	