

Support Guidelines: Technical & Digital Issues

Technical Issues

Examples:

Hardware/software questions related to physical products (e.g., upgrades, minor setup/configuration changes).

→ **Post in:** [Service & Support Global](#)

- ✓ Use the correct channel based on the product category.
- 👥 Everyone in the Service department is responsible for supporting each other — please share your knowledge when others post questions.

Digital Support

Examples:

Bugs, issues after new releases, or other digital-related problems.

→ **Post in:** [ScaleAQ Digital Support \(Public\)](#)

- ✓ Use the correct channel based on the product category.
- ⚠️ If a question is posted in the wrong Team, you'll be asked to repost it in the appropriate one.

Important Information to Include in Your Post:

- System/product
- Customer/site
- Criticality
- Error messages
- Any recent changes made before the issue occurred

Useful Documents

We're currently working on organizing our documentation. In the meantime, you can find relevant documents in the Teams mentioned above, and also [here](#).

Critical Issue?

If the issue is urgent and needs immediate attention:

- 📞 Call Support: +47 488 52 488 (select option 1)