

Bystronic Canada Ltd.
3450 Ridgeway Drive, Unit 04
Mississauga, ON L5L 0A3
Canada

Phone: 905-820-2999
Fax: 905-607-2998
www.bystronic.ca

The Bystronic logo features the word "Bystronic" in a white, sans-serif font, positioned above a red diamond-shaped graphic composed of a grid of small white dots. The entire logo is set against a solid red rectangular background.

Best choice.

Mississauga, ON (Canada)
February 2021

Dear Valued Customer,

Thank you very much for your order for Bystronic equipment.

We are extremely appreciative of the confidence that you have shown in our company. We will continue to try to earn it every day.

Please find here below the correct contact information.

CONTACT INFORMATION

New Machine Contacts

General Order Information Key Point of Contact	Claudia Montealegre Inside Sales Project Manager	Claudia.Montealegre@bystronic.com
Installation & Technical Information	Michael White Installation Coordinator	Michael.White@bystronic.com
Payment information, Invoices	Munish Khanna Accounting Administration	Accounting.CA@bystronic.com

Spare Parts, Tooling, Training, Maintenance Contracts, Software, and any additional service request

Spare Parts	Ramesh Boodhoo After Market Sales Coordinator	Parts.CA@bystronic.com 1 905 820 2999 Ext 703
Press Brake tooling	Ramesh Boodhoo After Market Sales Coordinator	Tooling.CA@bystronic.com 1 905 820 2999 Ext 703
BySoft 7 Software Licenses, Maintenance Contracts, Training, any additional Service request	Ramesh Boodhoo After Market Sales Coordinator	Sales.CA@bystronic.com 1 905 820 2999 Ext 703

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Service: Technical Support Hotline

Please note that it is imperative that you first contact the appropriate hotline as no service can be scheduled until a work order is created by the hotline technicians.

Location	Phone#	Description of service
Bystronic Canada Ltd Hotline	1 905 820 2999 (Canada)	Automated attendant
Mississauga, ON (Canada)	Press #1 at the MAIN menu	Service Support
	Option #1	Hotline Laser/Water Jet/Press Brake/Automation
	Press #3 at the MAIN menu	Spare Parts RFQ
	Press #3 at the MAIN menu	General Service RFQ
	Press #4 at the MAIN menu	Hotline Application and Processes
E-mail Support:	Laser	Service.ca@bystronic.com

Application and Processes: Technical Support Hotline

Location	Phone#	Description of service
Bystronic Inc. Hotline	1 905 820 2999 (Canada)	Automated attendant
Elgin, IL (USA)	Press #4 at the MAIN menu	Metal Processing Service
	Option #4	Hotline Applications Laser/Water Jet
	Option #5	Hotline Applications Press Brake
E-mail Support:	Applications	Applications.US@bystronic.com

Other contact information – Management

Position	Name	Email
Service Manager	Leandro Pereira	Leandro.Pereira@bystronic.com
Managing Director	Roberto Nicoli	Roberto.Nicoli@bystronic.com

Thank you again for the confidence that you have shown in Bystronic. We look forward to maintaining a mutually beneficial relationship for many years into the future.

With best regards,
The Bystronic Team