



Entertainment Lighting **support contacts**

If you require information on product availability or current orders please contact our customer service teams

V.02032018

EMEA				
General contact details		entertainment.europe@lighting.com	T	+31 (0) 543 542 513
Robert Bjelobrk	Regions: DACH, UK & Ireland, Eastern Europe & Russia	robert.bjelobrk@lighting.com	T	+31 (0) 6 212 62 982
Hanneke Mulderije	Regions: Scandinavia, Benelux, France, Mediterranean, MENA	hanneke.mulderije@lighting.com	T	+31 (0) 6 256 39 252
AMERICAS				
Mentory Haynes		mentory.haynes@lighting.com	T	214 647 7911
Dean Dove		dean.dove@lighting.com	T	214 647 7919
APAC				
Sandra Lee	Hong Kong Office	sandra.lee@lighting.com	T	+852 2796 9786 Ext. 35
Zen Ngai	Hong Kong Office	zen.ngai@lighting.com	T	+852 2796 9786 Ext. 30
Janice Leung	Hong Kong Office	janice.leung@lighting.com	T	+852 2796 9786 Ext. 32
Branka Brkovic	Sales Support- New Zealand Office	branka.brkovic@lighting.com	T	+649 481 0116

WARRANTY/RMA or Spare Parts

Please contact warranty specialists below if you have a warranty claim/ Return and wish to start the RMA procedure.

Please also visit www.strandlighting.com/service/strand-lighting-support to obtain help on what information you will need to deal with your warranty claims/returns, and to download the Non Conformance Report Form required during this process.

Alternatively contact Leon directly who will be able to supply these for you.
If you require service support please use the technical support contacts below or send an email to:
Global Service Team

entertainment.service@lighting.com

EMEA

Freya Krabbenborg		entertainment.support@lighting.com	T	+31 (0)6 159 629 22
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AMERICAS

Chelle Armstrong		Chelle.Armstrong@lighting.com	T	214 647 7992
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APAC

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Branka Brkovic	Sales Support- New Zealand Office	Branka.Brkovic@lighting.com	T	+649 4810 116

Global Tech Support				
Global Technical Support Hotline	24 hours a day 7 days a week or via email	entertainment.service@lighting.com	T	+1 214 647 7880

EMEA				
Nico Britz	Technical Service Manager	nico.britz@lighting.com	M	+44 7748 584 935

AMERICAS				
Todd Kessler	Technical Trainer / Support	todd.kessler@lighting.com	T	+1 (214) 647 7978
			M	+1 (214) 282 0536
Matthew Peters	Technical Support Specialist - Strand and Controls	matthew.peters@lighting.com	T	+1 (214) 647 7961
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Victor Munoz	Technical Service / Repairs Supervisor	victor.munoz@lighting.com	T	+1 (214) 647 7945
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Luis "Ernie" Jaramillo	Senior Technician – Fixtures	luis.jaramillo@lighting.com	M	+1 (214) 403 0263
Jeff Bright	Technical Support Specialist – Fixtures & Controls	jeff.bright@lighting.com	T	+1 (214) 647 7961
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APAC				
Alex Chan	Technical Support Manager	alex.chan@lighting.com	T	+852 2796 9786 Ext. 51
			M	+852 9570 0338
Daniel Lee	Field Service Engineer	daniel.lee@lighting.com	T	+852 2796 9786 Ext. 50
Ka Fai Ng	Field Service Engineer	K.f.ng@lighting.com	T	+852 2796 9786 Ext. 53

AMERICAS				
David Garcia	Customer Service Manager	david.a.garcia@lighting.com	T	(214) 647 7959
Jonathan Boggs	Logistics and Shipping (International)	jon.boggs@lighting.com	T	(214) 647 7912
Michelle Kane	Logistics and Shipping (Americas)	entertainment_shipping@lighting.com	T	(214) 647 7999

ASIA				
Alex Chan	Engineering Manager	alex.chan@lighting.com	T	(852) 2796 9786 Ext. 51
			M	(852) 9570 0338
Sandra Lee	Customer Service	sandra.lee@lighting.com	T	(852) 2796 9786 Ext. 35

EMEA Customer Service				
Philips Entertainment Group Europe	Rondweg Zuid 85 Winterswijk 7102 JD Nederland	entertainment.europe@lighting.com	T	+31 (0) 543 542 531

New Zealand / Australia				
Phil Sargent	Product Manager	phil.sargent@lighting.com	T	+64 9 481 0111
Branka Brkovic	Sales Support Officer	branka.brkovic@lighting.com	T	+64 9 481 0116