



Entertainment Lighting Support Contacts

Contact our global Technical Support Hotline 24 hours a day 7 days a week at +1 214 647 7880 or via email entertainment.service@philips.com

If you require information on product availability or current orders please contact our customer service team in Holland on +31 543 542 513 or email entertainment.europe@philips.com

Should you have a warranty case relating to the Philips Selecon, Philips Strand Lighting, Philips Vari-Lite or Showline portfolio please email Leon.Veneman@philips.com

Global Service Team entertainment.service@philips.com on Dallas time (GMT+6 from 0700)

Doug Pickering Technical Support Manager

Tel: +1 (214) 647-7970

Mobile: +1 (714) 642-5387

Email: doug.pickering@philips.com

Patrick Hill Technical Service Manager

Tel: +1 (214) 647-7936

Mobile: +1 (214) 418-2650

Email: patrick.hill@philips.com

Patrick Henry Technical Support

Tel: +1 (214) 647-7979

Mobile: +1 (310) 872-6412

Email: patrick.henry@philips.com

Matthew Peters Technical Support

Tel: +1 (214) 647-7961

Mobile: +1 (214) 794-0922

Email: matthew.peters@philips.com

Victor Munoz
Technical Service Supervisor – Fixtures
Tel: (214) 647-7945
Mobile: (214) 502-0693
Email: victor.munoz@philips.com

Luis "Ernie" Jaramillo
Senior Technician – Fixtures
Tel: (214) 647-7936
Mobile: (214) 403-0263
Email: luis.jaramillo@philips.com

Jeff Bright
Technical Support – Controls and Fixtures
Tel: (214) 647-7970
Mobile: (469) 354-5987
Email: Jeff.Bright@philips.com

New Zealand / Australia Support
Phil Sargent
Product Manager
Tel: +64 9 4750323
Email: phil.sargent@philips.com

Asia Support
Alex Chan
Engineering Manager
Tel: (852) 2757 3033 - Ext. 31
Mobile: (852) 9570 0338
Email: alex.chan@philips.com

EMEA Technical Service Manager
Nico Britz
Mobile: 07748 584935
Email: nico.britz@philips.com

European Customer Service

Philips Entertainment European Service & Distribution Centre
Philips Entertainment Group Europe
Rondweg Zuid 85
Winterswijk 7102 JD
Nederland's

Phone: +31 (0) 543 542 531

Email: entertainment.europe@philips.com

Please contact the team in Winterswijk for enquires on stock levels, lead times, current orders, shipments, warranty/RMA and also accounting related matters.

Warranty/RMA or Spare Parts

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

Please also visit <http://www.strandlighting.com/service/strand-lighting-support/> to obtain help on what information you will need to deal with your warranty claims/returns, and also to download the Non Conformance Report Form required during this process. Alternatively contact Leon directly who will be able to supply these for you.

Bill Richards and Martin Palmer are also on hand to offer product support and technical knowledge in their respective areas, however if you require service support please use the technical support contacts below or send an email to:

Global Service Team: entertainment.service@philips.com

Australasian Customer Service

Philips Entertainment NZ Service & Distribution Centre
Unit H , 14 Vega Place
Rosedale
Auckland 0632
New Zealand

Phone: +64 (9) 475 0031

Email: branka.brkovic@philips.com

Please contact the team in NZ for enquires on stock levels, lead times, current orders, shipments, warranty/RMA and also accounting related matters.

Warranty/RMA or Spare Parts

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

Please also visit <http://www.seleconlight.com/support/> to obtain help on what information you will need to deal with your warranty claims/returns, and also to download the Non Conformance Report Form required during this process. Alternatively contact Branka directly who will be able to supply these for you.

Phil Sargent is also on hand to offer product support and technical knowledge.