



SIEMENS

Ingenuity for life

Customer Elevate

Our organization-wide commitment to quick and complete problem resolution

usa.siemens.com/btelevate

We're committed to providing you the best possible customer experience. When it comes to resolving a problem or issue, that commitment reaches throughout our entire organization. Customer Elevate was established to ensure that issues not being successfully addressed at the local level are resolved quickly, completely, and to your total satisfaction.

If you are having a problem regarding your system or the service you are receiving, we still recommend you contact your local Siemens Building Technologies office. Individuals there will have the most current information about your Siemens solution and be most familiar with your facility. However, if you are not completely satisfied with their response, or have an issue you cannot share directly with your local team, we encourage you to reach out to us through Customer Elevate.

You can initiate a Customer Elevate request in one of two ways.

1. **Submit a request online:**
usa.siemens.com/btelevate
2. **Call the Customer Elevate service number:**
Toll Free: 844-SBT-CUST
(844-728-2878)

A Customer Excellence Manager will receive your request and elevate it to the VP-level team member most familiar with your organization who will reach out to you directly and see your request through to its resolution.

Submit a
Request
Online

