

Serviceline information

How to place a breakdown call



The various options below detail how to place a breakdown call with Serviceline. Please note that in order to resolve your enquiry the following information will be required at all times:

- Your contact details (name, company, site location, post code, email address & phone number)
- Alternative site contact to arrange engineer visit (if required)
- Your order / job number (if applicable)
- Equipment details or Serviceline URN details (e.g. Oven range - Falcon)
- Brief description of fault
- Urgency of problem (normal hours / out of hours)
- Available access times for engineer (including times to avoid)
- Special site requirements (e.g. risk assessment required)

Serviceline contact methods

Throughout the escalation process you must contact Serviceline via the customer contact centre. The customer contact centre can be reached by the following means:



Call: [01438 363 000](tel:01438363000) and speak to a member of our customer contact centre. Your call will be logged and then passed onto the relevant job manager covering your area.



E-mail: servicesupport@service-line.co.uk Your email will be processed by a member of our customer contact centre then distributed to the relevant job manager.



MyServiceline: log onto [MyServiceline](https://www.service-line.co.uk) via www.service-line.co.uk or <https://my.service-line.co.uk/Account/Login> *

*If you do not currently have a MyServiceline login or access to MyServiceline please contact us. We will be happy to create an account for you.

Please note: requests via e-mail and MyServiceline are actioned Monday to Friday during office hours. For out of office emergency calls customers should call the customer contact centre, 01438 363 000.