

Contacting MEMEX Client Services

The MEMEX Client services team is the main point of contact for any customer-related issues, requests, or inquiries.

If you have an issue with your MERLIN family of products, a problem with your implementation, a task request, a custom work request, or any questions directed to the MEMEX team, always contact the Client Services team to guarantee a response to your inquiry.

You can contact MEMEX Client Services by any of the following methods:

1. Send an email to clientservices@memexoe.com with the subject of inquiry in the email's subject line. Include as much detail on your request as possible in the body of the email. Please include pictures or documentation if you feel it may better identify or explain your request!
2. Carbon copy clientservices@memexoe.com on any email chain or thread that needs attention from MEMEX. Include as much detail on your request as possible in the body of the email.
3. Submit a support inquiry form on our website: [Technical Support | Memex Inc. \(memexincorporated.com\)](https://www.memexincorporated.com/Technical-Support-Memex-Inc)

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Products Solutions **Support** Get Started

Submit a Support Inquiry

To begin the support process, please complete the form below. In order to serve you quickly and efficiently, we ask that you provide as much detail as possible. **Please note that if your business is not covered by an annual maintenance contract, any technical support services rendered may be subject to additional charges.** Any additional charges or fees will be confirmed with you by a support technician prior to rendering services. *There is no charge for submitting the support inquiry form.*

Name *

First Last

Company Name *

Email * Phone *

Subject of Inquiry *

Please include product code/name.

Description of Problem/Issue *

Product Documentation
Software Downloads
Resource Center
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Each method listed previously creates an internal ticket for the MEMEX team to review and promptly address. The Client Services team is automatically notified of every new ticket or update. Response times vary based on the nature of your request.

Please note that calling a Client Services team member directly does NOT create a ticket in our system and details of your request may be limited and not visible to the rest of the team. If we ever miss your call, please leave a voicemail, and follow up via email by using any previously mentioned methods.

