Website Resources

- www.robertshaw.com
- Resource Center
Find Answers at www.robertshaw.com

- Search for parts
- Look up your orders
- Find installation manuals
- Contact Customer Service
- Contact Technical Service

Find whatever you need in just one click!
Find Answers at www.robertshaw.com

Search for parts

- Move your mouse over the word Products and select a category
- Click on Products and enter a part number or name
- Use Search and enter a part number or name
Find Answers at www.robertshaw.com

Look up your orders
- Register for My Account
- Track orders
- Access additional sales tools
Resource Center
- Find installation manuals
- Contact Customer Service
- Contact Technical Service
- Find a Location
- Cross Reference
- Find a Distributor
- Resource Library
- Training
- Power Tools
- My Account
Click On Resource Center for Customer Service

Customer Service is available for information on Orders, Shipments and Invoices
Click On Resource Center for Customer Service

Staff with Order, Shipment and Invoice Information
When You Have Customer Service Questions

Contact Your Customer Service Team Today!
Hours of Operation: 8:00 am – 5:30 pm (Central Time)
Monday through Friday
Languages spoken: English, Spanish, and Portuguese

Telephone numbers:
United States and Canada at 1.800.304.6563 or 1.800.424.4974
Technical Support Team

Online Support Tool

Frequently Asked Questions (FAQ)
Technical Support team

- Our Technical Service Team is a free, value-added service. The bi-lingual team has a combined 70+ years of technical support experience to assist you
- They are readily available to answer your incoming call within one minute and are focused on getting you the information you and your customers need quickly
- The team manages an online support tool where your questions can be posted at any time
- A detailed Frequently Asked Questions (FAQ) section is located on the website
Technical Support team Services

What services can the Technical Team offer?

- Controls troubleshooting
- Wiring diagrams
- Device programming support
- Cross reference help
- Technical data and instruction manuals
- Product application recommendations
- And much more...
When You Have Questions

Contact Your Technical Service Team Today!
Hours of Operation: 8:00 am – 5:30 pm (Central Time)
Monday through Friday
Languages spoken: English and Spanish

Telephone numbers:
United States and Canada at 1.800.445.8299
International callers can dial 011.630.260.3400 and press 0 (zero) for the operator
to
request a transfer to the Technical Services Department

Email address:
technicalservice@robertshaw.com

General Information for:
Robertshaw®, Paragon®, Ranco®, Braeburn® and Uni-Line®

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Click on Resource Center for Locations

Find Robertshaw global locations including:
- Region
- Name
- Address
- Phone Number
- Online Map
Click On Resource Center for Competitor Cross Reference

Replacement Part Information
Competitor Cross Reference on Website

- The Competitor Cross Reference tool can help you cross competitor product numbers to the Uni-Line® replacement part
- You can also link to Uni-Line® product details and find a distributor to buy the products you need
Click On Resource Center To Find A Distributor
Click On Resource Center for Resource Library

Product Literature by Category
The Resource Library gives you quick and instant access to product information.

Organized by product categories and arranged by part number or name, the drop-down menus connect you to multiple resources such as brochures, images, logos, manuals, sell sheets, the Uni-Line® catalog, and more.
Click On Resource Center for Training Tools

Additional Training Tools
Training Tools on Website

- Class Registration
- Presentations in PDF
- Webinar Sessions
- Multilingual
- Installation Videos
Click On Resource Center for Power Tools

Online Sales and Marketing Support Center
Power Tools on Website

- The Robertshaw® Power Tools is your online sales and marketing support center
- Within Power Tools, you can order literature, Promotional Materials, Sales Support and Merchandising
- Contact Marketing Communications for account information and start ordering
Click On Resource Center for Customer Toolbox

My Account is specifically designed for professionals who have a direct business relationship with Robertshaw®. To access all secured My Account features, registration is required.
Registration is easy

Wholesalers will need their ID number to complete the registration process.

Log-In or register for New Account. Once registered, you will have 24/7 access to order status, account information, sales tools, and much more.
Questions and Answers?