



Dear FLIR Security Partner,

As part of Business unit consolidation and to better align with new organizational structure that would lead to enhanced customer experience, effective **1st of July, 2020** FLIR Security is moving its Service&Repair capabilities from Fareham facility to FLIR's regional Service offices in Tallinn (Estonia), Täby (Sweden) and Dubai (UAE) that will serve under the same legal entity mentioned below.

Changes from a customer's perspective include a new legal entity name, company registration, VAT number and bank details.

New legal Entity name & address:

FLIR SYSTEMS TRADING BELGIUM BVBA
Luxemburgstraat 2
2321 Hoogstraten
Belgium
Company Registration: 0835731610
VAT Number: BE0835731610

Bank Details:

For international (SEPA) wire payments please use the combination of IBAN and BIC code.

	For amounts in EUR	For amounts in USD*
Account	949-0078809-01	949-0078810-02
IBAN	BE43 9490 0788 0901	BE32 9490 0788 1002

BIC (Swift) HSBCBEBB
Bank HSBC France, Brussels Branch
 Square de Meeûs 23
 B-1000 Brussels
 Belgium

* Intermediary Bank: HSBC London, Int. BIC: MRMDUS33 SWIFT field #56

	For amounts in GBP
Account	401160- 10129860
IBAN	GB19 HBUK 4011 6010 1298 60
BIC (Swift)	HBUKGB4194R
Bank	HSBC Bank plc 60 Queen Victoria Street EC4N 4TR London United Kingdom

Technical Support

We highly recommend to continue keeping our dedicated Support team as your first point of contact in case of questions and/or technical issues with your system(s). This will help us in identifying the problem and to provide the most efficient solution- either remotely or using the new Service locations if advised so by the Support team.

Thermal Security Product Support can be now reached via our Global support system at <https://flir.custhelp.com/app/ask>



FLIR Partner Portal

New Shipping locations for returns (Sweden/Estonia/UAE) will be determined for you by the system (FLIR Partner Portal), depending on the product in question and your location.

In other aspects the functionality of Partner Portal will remain intact for you.

Please kindly note that requests addressed to our Dubai team will be entered however not logged for tracing via the Portal. You can always request status updates and any other relevant information using the e-mail address service.dubai@flir.com

We are working actively to enable the normal functionality of the Partner Portal for Middle East region and apologise for any inconvenience this temporary solution might cause.

Thermal Products requiring repair, both in and out of warranty, should be pre-registered prior to shipment to a service center by accessing your FLIR Partner Portal account. The FLIR Partner Portal will guide you through returning your thermal product to one of our repair centers.

FLIR's business partners should register on the FLIR Partner Portal at <https://customer.flir.com>. When registering you must use email signup. To request access to the dealer section you will require your FLIR company 6-digit account number / customer number.

Credit Inquiries

Credit and billing inquiries relating to customer service should be directed to the Credit Department. Your contact can be found in the Account section under 'Credit Info' of the FLIR Partner Portal.

Service and Repair Centers, EMEA

Location	FLIR Systems Täby, Sweden	FLIR Systems Tallinn, Estonia	FLIR Systems Dubai, UAE
Product range	D-series, ITS-series, FC-series, F-series, P/T-series	Elara™ FB-Series O, Elara™ FB-Series ID, Saros™ DH-390 Dome	PT-series, PT-HD series PT-Cooled, PT-HD Cooled F-series, F-series ID FC series (ID,R,S,O) FB-Series (ID,O)
RMA inquiries/questions	rma@flir.se	estservice@flir.se	service.dubai@flir.com
Customer Portal:	http://customer.flir.com		

If there are any questions and/or comments, do please reach out to your Sales contact and/or FLIR representative.

Kind Regards,

FLIR Service team