

Getting Help

Before contacting us please read the section Reporting Faults. Where an on-site fault exists, contact your Supervisor or Senior Engineer first. If all else fails, an engineer at Capella may be reached using the methods below.

Telephone

+44 (0)20 8539 4188 (Option :3)

fax

+44 (0)20 8539 6002

email

support@capella.co.uk

Telephone technical support is available at the following times (GMT):-

Mon-Thurs: 9:00am - 5:00pm

Friday: 9:00am - 2:00pm

For Quality Assurance records, your call will be logged and a Site Fault code allocated for our future reference.

Below is a selection of articles that provide guidance on various technical issues. These files are in PDF format and can be downloaded for reading offline by clicking on the PDF icon

[EVD V4.0 Fault-Finding Guide. \(17kb\)](#)

[SLN V4.0 and EVD V2.0 Compatibility Issue. \(9kb\)](#)

JS161 - SLN V4.0 Software Upgrade. (20kb)