

TKS

Service Centre

TKS Solar Engineering is proud to introduce our state-of-the-art Service Centre, designed to ensure peak performance across all TKS-managed sites.

TKS SOLAR GROUP

YOU CAN ALSO FIND TKS AT

Pretoria (Head Office)

George (Financial Office)

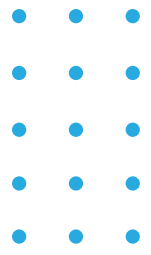
Mpumalanga: Nelspruit / Limpopo: Ohrigstad / Eastern Cape:

Cradock & Jeffereys Bay / KZN: Pietermaritzburg & Vryheid

TKS-Africa: Botswana & Zambia



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The Service Centre operates continuously, monitoring each site's performance and analysing site dynamics to generate detailed reports on system efficiency, growth, and cost savings.

Additionally, the Service Centre now serves as the primary point of contact for all post-installation inquiries. To ensure we provide the highest level of support, we strongly encourage clients to submit a support ticket via our website: www.tksenergy.co.za.

Why Submit a Support Ticket?

A support ticket allows you to:

- Receive site performance support.
- Access reporting information.
- Troubleshoot your system.
- Log and resolve faults efficiently.

Each ticket logged is tracked within our system, enabling us to gather valuable insights into your site's performance and continuously improve our service.

How to Log a Support Ticket:

1. Visit www.tksenergy.co.za.
2. Navigate to the top menu and select "Service Centre".
3. Scroll down and click on "Submit a Support Ticket".
4. Complete the required fields: Name, Surname, Email, Your System, and a
5. Description of your query.
6. Click Submit.

Once submitted, a ticket will be generated, and you will receive automated email updates regarding the progress of your request. Please monitor your email for further updates.

Service Centre Operating Hours:

- Monday – Friday: 08:00 – 16:00

After-Hours Support Contacts:

For urgent after-hours assistance, please contact the relevant team member based on your location:

Eastern Cape:

- Tiaan Oosthuizen (Technical Services): 076 881 1372

Head Office:

- Rodney Bezuidenhout (Technical Manager): 071 683 5047
- Rey Anderson (Software Engineer): 082 210 2589
- Andre Alberts (Project Electrician): 063 445 5228

Please note: The above contacts are strictly for after-hours emergencies.

We sincerely appreciate your cooperation and remain committed to delivering industry-leading service.

Thank you for choosing TKS Solar Engineering!

