

Sharp Business Systems Contact Information

For Supplies/Prices:

(Remember you will need your machine ID number when submitting a NCR.)
Kimberly Taylor, 571-480-5682, Kimberly.Taylor@sharpusa.com

For a Service Request:

Call 301-881-4777

The turn around time on a service call should be 4-6 hours. If there is an emergency and you have no copier(s) up and running, you should inform the service department of this to ensure quicker service. When placing service calls the following information is important:

- ID# of the equipment
- School name/Point of contact/Phone number
- Location of equipment
- Detailed description of the problem, include the service code the equipment is giving you, if possible (i.e. SC542 code, machine is down)

For questions regarding Maintenance Contracts:

Contracts Dept. 571 480-5698 or DCcustomerservice@sharpusa.com

For billing questions:

Paula Johnson, 571-480-5652, Paula.Johnson@sharpusa.com

For any miscellaneous questions:

Colleen Markham 571 480-5661 or markhamc@sharpsec.com