



## Parex USA Technical Support Overview Technical Bulletin

### **TB053**

**Category: Parex USA General**

**Keywords: Technical Overview, Educational Programs**

The following is a list of support services the Technical Department provides. Use these services to grow your market share.

#### **Technical Services Provided:**

- Technical Consultation by phone (1-800-226-2424) or via email @ [technical.service@parexusa.com](mailto:technical.service@parexusa.com)
- Plan Reviews – Detail Consultation (If required by Project Specifications)
- Specification Reviews
- Dew Point Analysis – Per Glaser Method (If required by Project Specifications)
- Code Analysis / Parex USA Code Reports / Code Required Testing
- Product Testing (Jointly with R&D)
- Field Technical Services
- Educational Programs (Applicator Educational Seminars and Product Demos)
- Parex USA Warranty Processing
- Parex Warranty Exceptions (Approval must be given in writing prior to project start date)

#### **Claims (QIR's)**

- Claims Process Coordinator (Via Sika InteleX Online Reporting)

#### **Color and System Samples:**

- Assistance to Distributors on Colibri Software set up and support
- Color Matching and Sample Creation
- Product/System/Assembly Samples

#### **Applicator Education:**

Program:

- Currently Listed EIFS Applicator (CLA)
- Currently Listed Stucco Applicator (CLA)

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