

Press Release

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HED, Inc. Launches New Online Customer Support Center
To enhance the customer experience, HED rolls out online help center

Hartford, WI – HED, Inc. (Hydro Electronic Devices) a leading designer and manufacturer of vehicle controls and monitoring solutions for mobile equipment announced the launch of their new Customer Support Center.

HED, Inc has added a new Help and Support Center to their website to making it easier and faster for customers to find answers to questions regarding HED products and services. Customers can access the self-help function by using the search box to answer commonly asked questions, access software downloads, user manuals and more. Users can also take specific action and submit a request for quote or issuance of an RMA. If technical support is required, there is an option to submit a “ticket” for those who require a quick response.

“Our customer’s experience is the first priority, so we are happy to announce that those who require more in-depth information about our products, will now be able to intuitively find valuable support information through the click of a button.” Said Steve Magee, VP of Marketing and Sales. “In addition, our technical support ticketing system has been streamlined for ease and efficiency.”

The site is permission protected. Anyone can create an account, but what they see is determined by an administrator and is based on the visitor’s domain. HED will continue to add materials to the support site to enhance the customer experience.

To learn more about HED visit: <https://www.hedcontrols.com/>