



## Help From MA Technical Support

If the MA 3D is not working as described in the manual, you can take the following steps:

- **Error message:** You cannot proceed with the next step of the description and you receive an error message:  
Refer to [Error Messages](#) and repeat the procedure.  
If the problem is still there, contact the technical support.
- **System is not working:** If you cannot proceed with the next step of the description and you do not receive an error message:  
Contact the technical support and describe the last steps you took.

## Technical Service and Support

MA Lighting and its extensive distributor network offer an unparalleled technical service.

Call on our expertise for help with any problem, no matter if it is regarding operation, software features, software installations or trouble shooting.

Please send an email (in English or German) to the tech support with your contact details and the technical question. See the email address of the technical support in the footer of this website.

This email service is monitored during MA Lighting's regular business hours in Germany from 8.30 a.m. until 5 p.m., Monday through Friday.

**For emergency services please contact your local MA distributor or the MA Lighting Service Hotline.**

**Call: +49 5251 688865-99. Please note that this is a 24/7 hotline which is used for emergency cases only. Use this hotline only if troubles occur shortly before an upcoming event.**