



Improving quality of service for our customers

New & Improved Services Contact Numbers

LenelS2 has dedicated telephone numbers for services and inside sales in the EMEA region to ensure you have the best possible experience.

This service was introduced earlier this year and improves the quality of phone calls to our team as well as quickly connecting you to the appropriate LenelS2 services team to address your needs.

These new toll free numbers are now available in the following EMEA countries. Please update your records accordingly:

Impacted Services

- LenelS2 Inside Sales
- LenelS2 Services:
 - SIG (licensing)
 - Technical Support
 - OnGuard access and video
 - NetBox
 - Elements

Please note that for countries that do not have dedicated telephone numbers please contact us using the existing direct telephone numbers below:

- **+48 58 326 2240**
- **+44 1494 576 320**

New Telephone Numbers

| | |
|-----------------------|--------------|
| Austria: | 0800296171 |
| Belgium: | 080072203 |
| Cyprus: | 80096029 |
| Denmark: | 80253952 |
| Finland: | 0800916065 |
| France: | 0800906601 |
| Germany: | 08001801719 |
| Greece: | 008006000658 |
| Hungary: | 680080500 |
| Ireland: | 1800903634 |
| Israel: | 1809455223 |
| Italy & Vatican City: | 800172493 |
| Luxembourg: | 0080023551 |
| Monaco: | 80094540 |
| Netherlands: | 08000249545 |
| Norway: | 80026542 |
| Poland: | 008001125560 |
| Portugal: | 800819733 |
| Qatar: | 00800101722 |
| Saudi Arabia: | 8008501096 |
| South Africa: | 0800991471 |
| Spain: | 900834805 |
| Sweden: | 0200430440 |
| Switzerland: | 0800563316 |
| UAE: | 8000170052 |
| United Kingdom: | 08000315058 |

For any other enquiries please contact
Customer services on **+44 (0)330 236 8917**.

www.LenelS2.com



Holidays

2025 Holidays

| Holiday | Date | Services impacted |
|---------------------------|-------------------------|--|
| New Year's Day | Wed January 1, 2025 | Services, Inside Sales & Customer Services |
| Epiphany | Mon January 6, 2025 | Services, Inside Sales (Poland) |
| Easter Sunday | Sun April 20, 2025 | Services, Inside Sales & Customer Services |
| Easter Monday | Mon April 21, 2025 | Services, Inside Sales & Customer Services |
| Labour Day | Thurs May 1, 2025 | Services, Inside Sales (Poland) |
| Constitution Day | Fri May 2, 2025 | Services, Inside Sales (Poland) |
| Constitution Day | Sat May 3, 2025 | Services, Inside Sales (Poland) |
| Liberation Day | Mon May 5, 2025 | Customer Services |
| Ascension Day | Thurs May 29, 2025 | Customer Services |
| Whit Sunday | Sun June 8, 2025 | Services, Inside Sales & Customer Services |
| Whit Monday | Mon June 9, 2025 | Customer Services |
| Corpus Christi | Thurs June 19, 2025 | Services, Inside Sales & Customer Services |
| Assumption of Mary | Fri August 15, 2025 | Services, Inside Sales (Poland) |
| All Saints' Day | Mon November 3, 2025 | Services, Inside Sales (Poland) |
| Independence Day | Tues November 11, 2025 | Services, Inside Sales (Poland) |
| Christmas Day | Thurs December 25, 2025 | Services, Inside Sales & Customer Services |
| Boxing Day | Fri December 26, 2025 | Services, Inside Sales & Customer Services |

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