

Live Support

Prompt Communication

Permanent Documentation

Contact

Quickly enter a request anytime at
www.Mainscape.com/CustomerCare.

For a personal touch, call us **800-481-0096**
during regular business hours,
8am-5pm EST Monday through Friday.

Emergency

The Mainscape Emergency Phone Line is monitored 24/7 for all snow/ice requests and urgent irrigation situations, which includes an irrigation system running over two hours or currently causing damage. All other phone requests will be handled during regular business hours.

Our Process

1. Contact us to submit a “CSR” (Customer Service Request).
2. CSRs are entered by our customer service team & sent directly to our local operations team.
3. Our system tracks CSRs, keeping our teams organized & accountable.
4. Email updates keep customers informed while requests are handled.
5. Reports give customer management an overview of all CSRs on the property.