

# Communication Guide

Main Phone: +1 719 531 5855  
 Direct Phone: +1 719 528 (####)  
 Main Fax: +1 719 531 5690

Order Entry Fax: +1 719 531 0585  
 Toll Free: +1 800 531 0180  
 E-mail: vfsales@parker.com  
 Website: www.velcon.com

Parker Hannifin Corporation  
 Aerospace Filtration Division  
 1210 Garden of the Gods Road  
 Colorado Springs, CO 80907-3410 USA

E-mail address: firstname.lastname@parker.com (ex. rick.mckenna@parker.com)

To reach an individual, dial +1 800 531 0180 and enter "8" plus the persons four digit extension # when prompted.  
 If you reach the person's voicemail, you may leave voice message. If you prefer to talk to someone at that time, enter another person's extension # or press "0" to reach the operator to have the person paged.

Order Entry	
Customer Service • Filter Purchase Order Desk • Shipping • Pricing Product Availability • Vessel Quotes velconquotes@parker.com   velconcs@parker.com	
Glenn, Becky (Customer Service Supervisor and Government Contract Administrator)	x 7257
Mizer, Pam (Sales Coordinator)	x 7243
Rambo, Sharon (Sales Coordinator)	x 7223
Scott, Anjie (Pricing Coordinator)	x 7248
General Accounting	
Bates, David (Accounting Mgr.)	x 7275
Executive Office	
Muzik, Tom (Business Unit Mgr. - Aviation)	x 7246
Technical Information and Sales	
Hoffman, Terry (Sales Mgr./Engr. - Vessels)	x 7264
McKenna, Rick (Inside Sales Mgr.)	x 7231
Miceli, Louis (Applications Engineer)	x 7242

North America Sales	
Guglielmi, Robert (Market Dev. Mgr. - Aviation - U.S. & Canada)	+1 519 242-3302
Johnson, Gene (Sales Mgr. - East)	+1 770 330 5286
Pfeffer, Brad (Sales Mgr. - West)	+1 719 359 6748

International Sales	
Dutta, Arnab (Territory Sales Manager - Middle East)	+971 54 305 9341
Fisher, Euan (Territory Sales Manager - Europe)	00 44 (0) 7770 867275
Hughes, Dennis (Market Dev. Mgr. - Aviation - Australia)	+61 (0)3 9589 0196

Marketing Information	
Tran, Phillip (Marketing Svc. Mgr.)	x 7240

## After-Hours Emergency

If you need to speak with someone after regular business hours, please follow the below procedure to reach a Customer Service Representative.

1. Call Aerospace Filtration Division switchboard at +1 800 531 0180 or +1 719 531 5855.
2. If you are a customer in need of emergency assistance, dial 1 to leave a detailed message. This message will be forwarded to Parker AFD's on-call Customer Service Representative.
3. The on-call Customer Service Representative will call you back as soon as possible. If the call concerns a Sales Order, please provide the PO# and/or Sales Order# including the Line Item# to facilitate service.

