

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
 Hydraulic & Fuel 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 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
Rambo, Sharon (Sales Coordinator)	x 7223
Shrum, Elona (Sr. Customer Sales Rep.)	x 7259

General Accounting	
Crooks, Nancy (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

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

North America Sales	
Walls, Michael (Business Dev. Mgr. - Sales Mgr. & Ground Fuelling, Midwest)	+1 631 742 5500
Guglielmi, Robert (Business Unit Mgr. - Aviation - Canada)	+1 519 622 7363
Johnson, Gene (Sales Mgr. - East)	+1 770 330 5286
Pfeffer, Brad (Sales Mgr. - West)	+1 719 359 6748

International Sales	
Hoye, Mark (Mkt. Dev. Mgr. - Middle East & FSU)	+971 50 3426142
Hooton, Richard (Mkt. Dev. Mgr. - Aviation - UK)	+ 44 (0)1252 549750
Cassagne, David (Mkt. Dev. Mgr. - Aviation - France)	+33 164 70 77 20
Hughes, Dennis (Mkt. Dev. Mgr. - Aviation - Australia)	+61 (0)3 9589 0196
Walls, Michael (Business Dev. Mgr. - Sales Mgr. & Ground Fuelling, Midwest)	+1 763 228 2897

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 Velcon 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 Velcon Filtration Division'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.

