

Trane Drives Contact List 2017

TRANE CSO SUPPORT LINE 1-877-872-6363 (877-TRANE-ME)					
Sales & Marketing					
Name	Title	Contact Number	Email		
Bill	Mudge	VP Global Key Accounts	Direct: 414-365-8628 Cell: 414.559.9892	bmudge@danfoss.com	Business Unit Leader
Royce	Meili	Danfoss National Sales Manager - CSOs	Cell: 316-633-3256	royce.meili@danfoss.com	Trane Drives - Field Installed
Tim	Whitford	Danfoss Inside Sales Engineer - CSOs	Direct: (815) 639-8961 Cell: (815) 315-3403	tim.whitford@danfoss.com	Trane Drives - Field Installed
Roy	Lane	Danfoss National Sales Manager - Trane Factories	Cell: 502-475-2728	r.lane@danfoss.com	Trane Drives - Factory Installed
Bill	Ellis	Danfoss National Sales Manager - Trane Supply	Cell: 903-386-7291	bellis@danfoss.com	Trane Drives - Trane Supply
Don	Neumann	Technical Account Manager	Direct: 815-639-8721 Cell: 815-222-8948	donaldneumann@danfoss.com	New product development and product adaptation
Quotation Help, Spec Reviews, Submittals, Pre-Sales Support					
For Documentation: www.tranedrives.com			Enter Extranet	Includes all Brochures, IOMs, Submittal Documentation, Shop Drawings, Start up Docs on all Trane Drive products.	
For Pricing: www.tranedrives.com			Enter E-Commerce Configurator	Configuration, quoting and pricing tool for all standard products listed in Trane E- Library document: BAS PRS021-EN .	
General Guidance: Simple quote requests can be provided by customer service.					
Royce	Meili	Danfoss National Sales Manager - Supporting CSOs	316-633-3256	royce.meili@danfoss.com	
Tim	Whitford	Danfoss Inside Sales Engineer - Supporting CSOs	Direct: (815) 639-8961 Cell: (815) 315-3403	tim.whitford@danfoss.com	
#1 Customer Service - Ordering, Tracking Shipments, Quick Quotes					
The Customer Service Team can provide: Order Processing: Send your PO along with the quotation. Order Tracking: If you have questions about an order lead time, delivery date or status. Quick Ship Program: Receives and processes Trane Drives Quick Ship Orders. Pricing: Trane Drive standard quotes can also be provided.					
		Customer Service	877-872-6363 #1	Drives.CS.NA@Danfoss.com	
		Jill Walsh	2019	Dawn Rogers	2023
		Christine Krieman	2020	Lenora Manson	2024
		Open Position	2021	Lucy Schooler	2025
		Rose Hall	2022	Stephanie Clutter	2060
Order Entry FAX 1-815-639-8002 or email your PO with the quote to Drives.CS.NA@Danfoss.com.					
#2 Service and Parts Support (Aftersales Service)					
		Aftersales Service, Startup	877-872-6363 #2	Drives.TS.Service.NA@Danfoss.com	Service products such as startup, extended warranty, spare parts, etc.
#3 Technical & Applications Support					
		Applications Engineers	877-872-6363 #3	Drives.TS.NA@Danfoss.com	Technical questions, troubleshooting.
Field Training					
Jeff	Olson	CSO Field Service training	815-639-8840	JOlson@Danfoss.com	Scheduling Startup and Troubleshooting Training
Accounting/Payables					
Kathryn	Reid	Ingersoll Rand (including Trane)	905-285-2058	Kathryn_Reid@danfoss.com	Accounts Receivable
Trane Drives Warranty Support					
General Guidance: Factory and field mounted Trane Drives are processed using Trane's Falcon Warranty claim system in North America. Warranty claims are handled through Trane.					