

Trane Drives Contact List 2022

TRANE CSO SUPPORT LINE 1-877-872-6363 (877-TRANE-ME)				
Sales & Marketing				
Name	Title	Contact Number	Email	
Randy Booth	Global Key Accounts Manager for Trane Technologies	Cell.: 903-707-5565	randy.booth@danfoss.com	
Gary Axe	Trane CSO Global Account Manager	Cell: (414) 482-5621	gary.axe@danfoss.com	
Tim Whitford	Danfoss Inside Sales Engineer CSOs	Direct: (815) 639-8961 Cell: (815) 315-3403	tim.whitford@danfoss.com	
Roy Lane	Danfoss Global Account Manager - Trane Factories	Cell: 502-475-2728	r.lane@danfoss.com	
Bill Ellis	Danfoss Global Account Manager - Trane Residential and Global Parts	Cell: 903-386-7291	bellis@danfoss.com	
Hector Flores	Technical Account Manager	Direct: 815-639-8828 Cell: 815-394-9709	HFlores@Danfoss.com	
Trane Drive Quotations, Spec Reviews, Submittals, Pre-Sales Support				
For Documentation:	Submittals, shop drawings, IOMs, Sales Brochures, VFD Specs.	www.tranedrives.com or Trane.com/VFDs	Includes all Brochures, IOMs, Submittal Documentation, Shop Drawings, Start up Docs on all Trane Drive products.	
Pricing Support	Trane Product Store		Product Store is the new solution for configuring drives, pricing, generating submittals, accessing documentation, submitting and tracking your orders. Contact Tim or Royce to get registered for access and training.	
		Tim Whitford	Direct: (815) 639-8961 Cell: (815) 315-3403	tim.whitford@danfoss.com
		Gary Axei	Cell: (414) 482-5621	gary.axe@danfoss.com
#1 Customer Service - Ordering, Tracking Shipments, Quick Quotes				
<p>The Customer Service Team provides: Order Processing: Email your PO along with the quotation to: Drives.CS.NA@Danfoss.com, or submit through the Product Store 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.</p>				
Customer Service	877-872-6363 #1	Drives.CS.NA@Danfoss.com		
Dawn Kowalski	888-326-3677 x2023	Order Entry FAX 1-815-639-8002 or email your PO with the quote to Drives.CS.NA@Danfoss.com or submit your order through Product Store.		
Lenora Manson	888-326-3677 x2024			
#2 Service and Parts Support (Aftersales Service)				
Aftersales Service, Startup Coordination Services		877-872-6363 #2	Drives.TS.Service.NA@Danfoss.com	Service products such as startup, extended warranty, etc.
#3 Technical & Applications Support				
Technical Support and Applications Engineers		877-872-6363 #3	Drives.TS.NA@Danfoss.com	Technical questions, troubleshooting & warranty support.
#3 Trane Drives Warranty Support				
General Guidance:		See the Warranty Support Process sheet for details. Factory and field mounted Trane Drives are processed using Trane's WMS claim system in North America. Warranty claims are processed like other Trane products.		
Field Training for Technicians:				
Jeff Olson	CSO Field Service training	815-639-8840	JOlson@Danfoss.com	Trane Drives technical training for technicians and customers.
Trane Drives Replacement and/or Drive Parts - Contact Trane Supply				
Trane Supply	Trane Aftermarket	Identification or Pricing Request for Drives, Complete Trane Drive Replacements or Service Parts: Contact the Trane Global Parts Technical Service Team use ATECHNICALSERVICE@TRANE.COM or Call (877) 788-7263 Option 1-3-1		