

Trane Drives Contact List

Sales & Marketing				
Name	Title	Contact Number	Email	
Randy Booth	Global Key Account Director for Trane Technologies	Cell: 903-707-5565	randy.booth@danfoss.com	
Gary Axe	Danfoss Global Key Account Manager - Factories	Direct: 414-482-5621 Cell: 414-482-5621	gary.axe@danfoss.com	
Tim Whitford	Danfoss Global Key Account Manager - Aftermarket	Direct: 815-639-8961 Cell: 815-315-3403	tim.whitford@danfoss.com	
Melanie Prunty	Danfoss Inside Sales Specialist - CSOs	Direct: 815-639-8639	mprunty@danfoss.com	
Bill Ellis	Danfoss Global Key Account Manager - Factories	Cell: 903-386-7291	bellis@danfoss.com	
Mark Bettenhausen	Danfoss Global Key Account Manager - CSOs	Cell: 502-475-2728	mark.bettenhausen@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	Includes all Brochures, IOMs, Submittal Documentation, Shop Drawings, Start up Docs on all Trane Drive products.	
Pricing Support	Trane Product Store		Product Store is a solution for configuring drives, pricing, generating submittals, accessing documentation, submitting and tracking your orders. Contact Mark Bettenhausen to get registered for access.	
	Direct	Mark Bettenhausen	Cell: 502-475-2728	mark.bettenhausen@danfoss.com
		Melanie Prunty	Direct: 815-639-8639	mprunty@danfoss.com
#1 Customer Service - Ordering, Tracking Shipments, Quick Quotes				
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				
Customer Service	877-872-6363 #1	Drives.CS.NA@Danfoss.com		
		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.		
#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 & replacement part number identification
#3 Trane Drives Warranty Support				
General Guidance:		See the Trane Drives Warranty Guidance for Trane Owned Commercial Sales Office Accounts and Trane Affiliated Independent Sales Offices and Factory Accounts		
Field Trane Drives Sales Training				
Mark Bettenhausen	Global Key Account Manager	Cell: 502-475-2728	mark.bettenhausen@danfoss.com	Trane Drives sales and technical training for customers
Trane Drives Replacement and/or Drive Parts - Contact Trane Supply				
Trane Supply	Trane Aftermarket	For Identification and Pricing Requests for Drive Parts and Complete Trane Drive Replacements Contact the Trane Global Parts Technical Service Team: ATECHNICALSERVICE@TRANE.COM or Call (877) 788-7263 Option 1-3-1		