

HUSSMANN WARRANTY DEPARTMENT CONTACT INFORMATION

CLAIMS / POLICIES / PROCEDURES

Warranty Department Phone:	800-398-7402 option #4
Warranty Department Fax:	866-955-7053
Warranty Department Email:	hussmannwarrantyclaims@hussmann.com (send claims/invoices/etc. to this email)

EQUIPMENT REGISTRATION

Warranty Department Registration Email:	hussmannwarrantyregistration@hussmann.com
Warranty Department Registration Fax:	866-443-1254

WARRANTY DEPARTMENT TEAM

Warranty Department Phone **800-398-7402 option #4** The call will circle in the warranty phone queue until a warranty representative is available. If you want to speak to a person direct, see the contact information below.

NAME, TITLE	EMAIL, PHONE	ASSISTING IN REGARDS TO:
Gina Presley, Warranty Project Manager & System Administrator	gina.presley@hussmann.com 800-398-7402 ext 6426	Warranty Claim/Policy/System and Support Inquiry
Tracy Markley, Warranty Processor & COPQ Analyst	tracy.markley@hussmann.com 800-398-7402 ext 6430	Provide support on claims disposition on all Bridgeton products and Monterrey reach-in and F series products
Frankie McPartland, Warranty Claims Data Entry Clerk	frankie.mcpartland@hussmann.com 800-398-7402 ext 6247	Contractor Warranty Claim Invoice Inquiry/Training/Support
Larry Youngs Warranty Processor	larry.youngs@hussmann.com 630-931-4187	Provides support on claims disposition on all Krack products manufactured out of Monterrey and the former Krack factories.
Jeff Holland, Warranty Processor	jeff.holland@hussmann.com 518-848-3584	Provides support on claims disposition on all self-contained products manufactured out of Monterrey and the former Gloversville factories.
Andre Broudeaux, Senior Warranty Processor & COPQ Analyst/Special ty Technical Support	andre.broudeaux@hussmann.com 800-398-7402 ext 4963	Provide support on claims disposition on all Chino & Atlanta products
Sauna VandeDrink, Director of Quality & Warranty Hussmann Americas	sauna.vandedrink@hussmann.com 800-398-7402	Warranty Claim/Policy/System and Support Inquiry - Escalation

TECHNICAL SUPPORT

If you have questions about how to work on or diagnose our equipment, you may contact our technical support team:

Technical Support Phone: 866-785-8499

General Support or Service Calls:

You may call our Customer Support Call Center:

Call Center Phone: 800-922-1919

Ordering Aftermarket Warranty Parts:

You may call Aftermarket Parts Department:

AM Parts Phone:

1-855-Huss-Prt (1-855-487-7778)

Hussmann_part_warranty@hussmann.com