



After Market Sales and Support Team Netstal Division

HOURS: Normal operating hours for Service & Spare Parts is:

Monday through Friday 8:00 A.M. to 8:00 P.M. Eastern Standard Time

Saturday and Sunday – 9:00 A.M to 6:00 P.M. Eastern Standard Time

Telephone:



(978) 772-5100

Press 1 for service

Press 2 for spare parts

EMAIL: customerservice@netstal-usa.com

Before telephoning or faxing, please have the following information:

(Example)

Customer name:	Widget Molding Co.
Machine size:	SynErgy 3500-1700
Machine serial number:	2004042501
Part number (if possible)	110.070.9390
Part number description	PAN board
Your name	John Doe
Response Classification	Machine Down, Urgent

For after-hours and weekend support, please leave a message in the voice mailbox. Our system will alert the person on call who will call you back (normally within 15 min.).



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After Market Support Team	Office Number	
After Sales Support Manager – Anthony “Tony” Gaudet	978-784-2290	agaudet@netstal-usa.com
Spare Parts Supervisor – Nancy Caudill	978-784-2297	customerservice@netstal-usa.com
Spare Parts Specialist – Nick Forte	978-784-2285	customerservice@netstal-usa.com
Service Coordinator – Paul Tease	978-784-2291	customerservice@netstal-usa.com

Sales Support Center	Contact Number	
Sales Manager for ME, VT, NH, MA, CT, RI, NY, PA, NJ, OH, WV, MD, DE, NV, CO, AZ - Matt Membrino	978-505-1096	membrino@netstal-usa.com
Sales Manager for KY, VA, TN, NC, SC, GA, FL, AL, MS, AR, LA, OK, TX - Dino Kimbrel	904-657-7504	dkimbrel@netstal-usa.com
Sales Manager for MI, IN, IL, WI, MN, IA, MO, ND, SD, NE, KS, CA, UT - Jim Keehan	708-826-5105	jkeehan@netstal-usa.com
Applications Engineer – Spencer Scoles	413-563-3579	sscoles@netstal-usa.com
Applications Engineer – Dan Ross	719-248-9494	dross@netstal-usa.com