

## After Market Sales and Support Team Reaction Process Machinery

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

**Monday through Friday 8:00 A.M. to 5:00 P.M. Eastern Standard Time**

**Telephone:**



**(859) 283- 7485**

**Telefax: (859) 283-1815**

### SPARE PARTS

**Warranty Parts** Telephone Number: ..... **(859) 283-7485**

**Purchased Parts** Telephone Number: ..... **(859) 283-7485**

**FAX BACK Response:**..... **(859) 283-1815**

**Before telephoning or faxing, please have the following information:**

(Example)

Customer name:	Star Mfg
Machine size:	RIM-Star 8/8 Compact
Machine serial number:	36010297
Part number (if possible)	460-432
Part number description	orifice
Your name	John Doe
Response Classification	Machine down / urgent

### SERVICE :

**After hours/weekend/holiday/emergency:** **(859) 283-4317**

**For after hours support, your call will be sent to our Service Manager's mobile phone.**

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<b>Spare Parts Department</b>	<b>Office Number</b>	
Tom Reid – Spare Parts Coordinator	859-283-7485	<a href="mailto:tom.reid@kraussmaffeicom">tom.reid@kraussmaffeicom</a>
Mark Paulsen, Spare Parts Coordinator	859-283-7464	<a href="mailto:mark.paulsen@kraussmaffeicom">mark.paulsen@kraussmaffeicom</a>

<b>Service</b>	<b>Office Number</b>	
Tim Tittsworth, Service Manager	859-283-4367	859-803-6261 (mobile)
Damon Noel, Service Engineer	N/A	859-802-4034 (mobile)
<b>Pump Repair Department</b>		
Shawn Waters	859-652-5819	<a href="mailto:shawn.waters@kraussmaffeicom">shawn.waters@kraussmaffeicom</a>
Tony Imhoff	859-957-4702	<a href="mailto:tony.imhoff@kraussmaffeicom">tony.imhoff@kraussmaffeicom</a>

<b>General Manager–Sales Support Center</b>	<b>Office Number</b>	
Rick Blattert, General Sales Manager Tooling	859-412-0340	<a href="mailto:rblattert@krauss-maffeicorp.com">rblattert@krauss-maffeicorp.com</a>
Tim Donovan, Sales Manager – Machinery	859-446-8628	<a href="mailto:tim.donovan@kraussmaffeicom">tim.donovan@kraussmaffeicom</a>
Robert Biondich, General Sales Manager- Machinery	859-609-6386	<a href="mailto:robert.biondich@kraussmaffeicom">robert.biondich@kraussmaffeicom</a>
John Muto, Sales Manager	859-609-4883	<a href="mailto:john.muto@kraussmaffeicom">john.muto@kraussmaffeicom</a>
Raphael Bretz, Sales Apprentice	859-414-5694	<a href="mailto:raphael.bretz@kraussmaffeicom">raphael.bretz@kraussmaffeicom</a>