



## **Welding Products Domestic Services**

Mailing Address:  
Hobart Brothers Company  
101 Trade Square East  
Troy, OH 45373-2975  
Phone: 937-332-4000  
[www.hobartbrothers.com](http://www.hobartbrothers.com)  
e-mail: [hobart@hobartbrothers.com](mailto:hobart@hobartbrothers.com)

### **Accounts**

Jim Schwepe  
[james.schwepe@hobartbrothers.com](mailto:james.schwepe@hobartbrothers.com)  
Phone: 937-332-5332

### **Customer Service**

8:00 AM – 8:00 PM EST  
**Phone: 800-424-1543**  
**Fax: 800-541-6607**

**Note:** Our domestic customer service Centers are located within our regional Warehouse facilities (with the exception of Troy, OH). The above "800" numbers are routed automatically according to the state you call from, to the regional facility serving that state.

## **Telephone/Mail/Fax Services**

### **Credit Department**

Fax: 937-332-5894

### **Freight Claims**

Tina Duncan  
[tina.duncan@hobartbrothers.com](mailto:tina.duncan@hobartbrothers.com)  
Phone: 937-332-5023  
Fax: 937-332-5004

### **Logistics**

Tina Duncan, Logistics Specialist  
& Warehousing  
[tina.duncan@hobartbrothers.com](mailto:tina.duncan@hobartbrothers.com)  
Phone: 937-332-5023  
Fax: 937-332-5004

## **Regional Warehouses and Customer Service Centers**

\*Facilities are joint Hobart/Miller Electric facilities. You may place orders for both Filler Metals and Welding Equipment through the Regional Customer Service staff.

### **Ohio**

(Filler Metals Only)  
Phone: 800-424-1543  
937-332-(+ Extension #)

Karen Besecker, Customer Service  
Phone: Ext. 5003  
[Karen.besecker@hobartbrothers.com](mailto:Karen.besecker@hobartbrothers.com)

Bonnie Niswonger, Customer Service  
Phone: Ext. 5009  
[Bonnie.niswonger@hobartbrothers.com](mailto:Bonnie.niswonger@hobartbrothers.com)

Sharon Yantis, Customer Service  
Phone: Ext. 5019  
[sharon.yantis@hobartbrothers.com](mailto:sharon.yantis@hobartbrothers.com)

Tina Duncan, Customer Service & All  
Carrier Issues  
Phone: Ext. 5023  
[tina.duncan@hobartbrothers.com](mailto:tina.duncan@hobartbrothers.com)

**Customer Service Location**  
**400 Trade Square East**  
**Troy, OH 45373**  
Phone: 937-332-5100/800-424-1543  
Fax: 937-339-8864/800-541-6607

**Troy, OH Warehouse Location**  
**1260 Brukner Drive**  
**Troy, OH 45373**  
Phone: 937-335-5239  
Fax: 937-335-5268

### **California\***

Sue Steed, Customer Service Mgr.  
[ssteed@millervelds.com](mailto:ssteed@millervelds.com)

Gary Femal, Assistant Mgr.  
[gfemal@millervelds.com](mailto:gfemal@millervelds.com)

**9570 Santa Anita Avenue**  
**Rancho Cucamonga, CA 91730**  
Phone: 800-521-7540/800-424-1543  
Fax: 800-521-7440

### **Georgia\***

Thomas Russell, Operations Manager  
[trusse@millervelds.com](mailto:trusse@millervelds.com)

Mike Martin, Customer Service  
[mmarti@millervelds.com](mailto:mmarti@millervelds.com)

**1655 Lakes Parkway, Ste. 101**  
**Lawrenceville, GA 30043**  
Phone: 770-277-8452/800-424-1543  
Fax: 800-637-2320

### **Texas\***

Gary Carter, Operations Manager  
[gcarte@millervelds.com](mailto:gcarte@millervelds.com)

Nick Hastings, Customer Service  
[nhasti@millervelds.com](mailto:nhasti@millervelds.com)

Jason Carter, Customer Service  
[jcarte@millervelds.com](mailto:jcarte@millervelds.com)

**15000 Grand River Road, Suite 121**  
**Fort Worth, TX 76155**  
Phone: 817-288-0170/800-424-1543  
Fax: 817-288-0167/800-541-6607

### **Oregon\***

Mike Davis, Operations Manager  
[mdavis@millervelds.com](mailto:mdavis@millervelds.com)

Mike Wright, Customer Service  
[mwrigh@millervelds.com](mailto:mwrigh@millervelds.com)

**PDX Corp Center East**  
**5223 NE 158<sup>th</sup> Avenue**  
**Portland, OR 97230**  
Phone: 503-256-7344/800-424-1543  
Fax: 800-637-2317



## **Welding Engineering Applications**

Phone: 800-532-2618  
Fax: 937-332-5209

Ivan Mitchell 5673  
[ivan.mitchell@hobartbrothers.com](mailto:ivan.mitchell@hobartbrothers.com)

Kim Francis 5136  
[kim.francis@hobartbrothers.com](mailto:kim.francis@hobartbrothers.com)

**Manager Welding Engineering**  
Dean Phillips 5084  
[dean.phillips@hobartbrothers.com](mailto:dean.phillips@hobartbrothers.com)

**Distribution Support Manager**  
Tim Hensley 5460  
[tim.hensley@hobartbrothers.com](mailto:tim.hensley@hobartbrothers.com)

## **Product Support**

Phone: 937-332-(+ Extension #)

**Stick Electrodes & Solid Wire**  
Fax: 937-332-5889

**Distribution Support Manager**  
Bruce Morrett 5095  
[bruce.morrett@hobartbrothers.com](mailto:bruce.morrett@hobartbrothers.com)

## **Tubular Wire**

Fax: 937-332-5209

Keith Packard 5435  
[keith.packard@hobartbrothers.com](mailto:keith.packard@hobartbrothers.com)

Tim Hensley 5460  
[tim.hensley@hobartbrothers.com](mailto:tim.hensley@hobartbrothers.com)

## **Marketing**

Phone: 937-332-(+ Extension #)

### **Advertising/Communications**

Debbie Doench, Mgr. 5635  
Fax: 937-332-5224  
[debbie.doench@hobartbrothers.com](mailto:debbie.doench@hobartbrothers.com)

### **Sales Administration**

Phone: 937-332-(+ Extension #)

Julie Bachman 5713  
Fax: 937-332-5844  
[julie.bachman@hobartbrothers.com](mailto:julie.bachman@hobartbrothers.com)

Traci Corrigan 5028  
Fax: 888-801-2719  
[traci.corrigan@hobartbrothers.com](mailto:traci.corrigan@hobartbrothers.com)

## **Literature**

### **Data Sheets**

Internet: [www.hobartbrothers.com](http://www.hobartbrothers.com)  
Or 1-800-422-8255

### **MSDS Sheets or Certs**

Internet: [www.hobartbrothers.com](http://www.hobartbrothers.com) or  
Contact Regional Customer Service  
Available in English, Spanish & French  
versions.

### **Returns & Warranty**

Request processing through Regional  
Customer Service

## **Hobart Distributor Extranet Website**

<https://www.itwwelds.com>

To gain access, enroll @

<http://www.hobartbrothers.com>

Select "Partner Login".  
Click on "Enroll for Access".  
Enter first time user name and  
password "eroll".  
Enter Hobart Cust #.  
Fill out Required Form and Submit.  
Wait to receive e-mail confirmation  
with your new User ID and Password.  
Go to [www.itwwelds.com](http://www.itwwelds.com) and sign in  
with new user ID and password.

## **International Sales**

### **Manager**

Leisa Quafisi 5043  
Fax: 937-332-5064  
[leisa.quafisi@hobartbrothers.com](mailto:leisa.quafisi@hobartbrothers.com)

### **Asia/Pacific, Canada**

Pam Niles 5232  
Fax: 937-332-5797  
[pam.niles@hobartbrothers.com](mailto:pam.niles@hobartbrothers.com)

### **Middle East, Latin America, Mexico, India, Africa, USA Export Houses, Europe**

Paloma Marrs 5338  
Fax: 937-332-5062  
[paloma.marrs@hobartbrothers.com](mailto:paloma.marrs@hobartbrothers.com)

## **Canada**

**ITW Welding North America**  
Unit 1, 3750B Laird Road  
Mississauga, Ontario, Canada  
L5L 0A8

### **Mississauga Office**

Phone: 905-267-2171  
Fax: 905-820-4816

### **Hobart Customer Service**

Toll Free: 1-888-489-9353

Carolyn Markham, Customer Service  
[carolyn.markham@hobartbrothers.com](mailto:carolyn.markham@hobartbrothers.com)