Sales and Support Contactor

Committed to Personalized Customer Service. Committed to Your Complete Satisfaction.

Helping you decide
Dedicated to understanding you and your needs:
Experts to help determine the best solution for you

Partnering with you
Dedicated to delivering the product you need that works for you:
Working together to deliver what you need, when and where you need it.

Supporting your investment
Dedicated to building customer relationships for life:
Specialists with the in-depth knowledge that you expect
<table>
<thead>
<tr>
<th>Option 1</th>
<th>Orders</th>
<th>This option will get you to our experts in Customer Service. Here our team can help you with placing an order, checking status of previous orders, returning a product, and availability of product. Customer Service can also check orders or availability for TIG torches and oxy-fuel related items.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Option 1 Sub- Menu:</strong></td>
<td>1</td>
<td>Place/expedite order or RGA</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Have part number and need price and availability</td>
</tr>
<tr>
<td>Option 2</td>
<td>Product Selection</td>
<td>Select this option for assistance with determining which machine or accessories will work with your job or application. You can obtain help with freight damage, safety products, helmets, Oxy Fuel Systems, Regulators, TIG torches and accessories, and with looking up part numbers.</td>
</tr>
<tr>
<td><strong>Option 2 Sub- Menu:</strong></td>
<td>1</td>
<td>Machines &amp; Accessories</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Parts Look-Up</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Safety Product &amp; Helmets</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Gas Equipment</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>TIG Torches</td>
</tr>
<tr>
<td>Option 3</td>
<td>Warranty</td>
<td>If you are looking for service warranty information or technical guidance with your Miller machine this is the option that will get you help. After pressing 3, you will then be connected to one of our friendly switchboard team members. They will direct you to the correct area that can assist you.</td>
</tr>
<tr>
<td>Option 4</td>
<td>Promotions &amp; Rebates</td>
<td>This option is for questions regarding current Miller promotions and rebates, including Build with Blue.</td>
</tr>
<tr>
<td>Option 8</td>
<td>Contact by Name</td>
<td>This option allows you to look up a person by name. Simply speak the person’s first and last name, confirm that you have the correct person, and you will be automatically connected!</td>
</tr>
<tr>
<td>Option 0</td>
<td>Operator</td>
<td>If you are unsure of which option to choose, you can press 0 and be connected with an operator who can direct your call.</td>
</tr>
</tbody>
</table>
Customer Service Vision Statement:
To provide accurate and reliable assistance in a timely manner, by a dedicated, friendly, and knowledgeable team.

Switchboard Team
Call 866-931-9730 and press "0" to be connected to this team.

- Lana Fieck, Receptionist/Switchboard Operator
- Nicole Van Ooyen, Receptionist/Switchboard Operator

Customer Service Team

- Phil Sabee, Director, Customer Experience
- Cindy Funke, Customer Service Supervisor
- April Schmidt, Customer Service Supervisor
- Jason Weber, Customer Service Supervisor

Service Administration
Tel. 866-931-9730
Select either option "0" or option "8" to be connected to this team.
servicewarrantyadministration@millerwelds.com
Contact for Authorized Service Network support and related questions.

Accounting
Tel. 888-275-4258
Fax: 920-735-4135
Contact for invoices, statement copies, and account balance inquiries.

- Karen Kaphingst, Sr. Accountant & Account Receivable Supervisor
- Tonya Schulz, Accounts Receivable
- Amanda Robertson, Accounts Receivable
- Angie Beyer, Accounts Receivable

Al Hilbert, Service Manager
Orders Team

Option 1
Help with placing an order, checking status or previous orders, returns, and price and availability.

Sales@MillerWelds.com

Machine Sales

Option 2, Press 1
Assistance with determining which machine or accessories will work with your job or application and freight damage.

Sales@MillerWelds.com
Regional Warehouse Team

To reach our Regional Warehouse Team directly dial 866-931-9730 and press 2 then 1, you will be directed to the nearest available regional team. You can also press option 8 to speak the name of the person you are trying to reach.

Supporting both Miller and Hobart.

Western

Mike Davis
Warehouse Mgr. & Customer Service Representative

Mike Wright
Customer Service Representative

Eastern

Matt Reed
Warehouse Mgr. & Customer Service Representative

Jim Darling
Customer Service Representative

Ryan Karwowski
Customer Service Representative

Southern

Nick Hastings
Warehouse Mgr. & Customer Service Representative

Chris Salazar
Customer Service Representative

Gary Carter
Warehouse Operations Mgr. & Customer Service Representative

Option 2, Press 1
Assistance with determining which machine or accessories will work with your job or application and freight damage.

Miller Electric Mfg. Co.
Miller Automation
Hobart Filler Metals
Tregaskiss Ontario, Canada
Bernard
Miller Smith
ITW Welding Technology Center

Training & Distribution Support:
• Fort Worth, TX
• Lawrenceville, GA
• Portland, OR
Technical Parts, Safety Products & Gas Equipment

Service Parts
Parts.tech@millerwelds.com

Safety
Helmet@millerwelds.com

Gas Equipment
Gas.Equipment@millerwelds.com

Option 2, Press 2
Assistance with looking up replacement and service part numbers.

Option 2, Press 3
Technical assistance with safety product and helmets, including PAPR’s, safety apparel, lens warranty and fume extraction.

Option 2, Press 4
Assistance with gas equipment including little torch. oxyfuel@MillerWelds.com

Option 2, Press 5
Assistance with TIG torches.

Option 3
Technical assistance with safety products, including helmets, lenses, PAPR’s, apparel, LPR-100, supplied air respirator.

Training Education & Safety

LiveArc • AugmentedArc • FILTAIR

Training Education
Education@millerwelds.com

FILTAIR
Filtairservice@millerwelds.com

Karen Hemiller
Technical Parts, Gas Equipment & Safety

Tony Ugoretz
Technical Parts, Gas Equipment & Safety

Terrance Hilson
Technical Parts, Gas Equipment & Safety

Dustin Koslowski
Technical Parts, Gas Equipment & Safety

Logan Gretzinger
Technical Parts, Gas Equipment & Safety

Shawn Milliren
TIG Torch Specialist & Customer Service Rep

Nicole Verhagen
TIG Torch Specialist & Customer Service Rep

Patrick Connors
TIG Torch Specialist & Customer Service Rep

Logan Gretzinger
Training Education and Fume Extraction
Contacts for Technical Service
Tel. 866-931-9733 or 1-866-931-9730 Option 3

You will find our technical service team to be an invaluable resource. With the following factory experts available to answer your questions, you will get the technical help you need, when you need it. These individuals provide knowledgeable technical support – which our customers say is the best in the industry. They will assist with questions on product, application, warranty, and safety.

Option 3
Technical and warranty assistance with Miller Industrial Equipment

Industrial Equipment Division
ISGService@MillerWelds.com
Fax 920-954-3837

• XMT • Goldstar
• Dialarc • Mark VI
• Mark VIII • Suitcase
• Spoolmatic
• XR Systems
• Deltaweld • CP
• 70 Series • 60 Series
• 20 Series • Invision
• Dimension • Pipe
• SubArc • Induction
• Axcess/Auto Systems
• Continuum/Auto Systems

Mike O’Connell
Service Manager

Chris Beres
Service Technician

Curt Rosenthal
Service Technician

Scott McDuffee
Service Technician

Tony Olesewski
Service Technician

Chuck Tithof
Service Technician

Zach Wright
Service Technician

Matt Walker
Service Technician

Steve Walsh
Service Technician

Dave Almy
Welding Engineer Manager

Erik Brown
Welding Engineer

Justin Durik
Welding Engineer

Mike Klegin
Welding Engineer

Valarie Schwartz
Welding Engineer

Ethan Rosler
Welding Engineer

Zach Macmullen
Welding Engineer
Contacts for Technical Service
Tel. 866-931-9733 or 1-866-931-9730 Option 3

Commercial Solutions Division
Li_SIMSService@MillerWelds.com
Fax 920-954-3435
• Millermatics • Multimatics
• Spectrums • Regency
• Shopmaster • Spoolmate Guns
• Spotwelders • ICE torches

Power Systems Division
• Airpak • Du-Op
• Big Blue • Pro Series
• Bobcat • Bluestar
• Legend • Trailblazer
PSDService@MillerWelds.com

Kevin Schuh
Service Technician

Dave McLaughlin
Service Technician

Ryan Van Asten
Service Technician

Scott Riehl
Service Technician

Jeff Oppelt
Service Technician

Lee Lemke
Service Technician

David Merkel
Service Technician

Dan Woods
Service Technician

Dustin Daul
Service Manager

Rick Jasch
Service Technician

Chad Stanelle
Service Technician

Ryan Handler
Service Technician

Kevin Schuh, Dave McLaughlin, Ryan Van Asten, Scott Riehl, Jeff Oppelt, Dustin Daul, Rick Jasch, Chad Stanelle, Ryan Handler, Lee Lemke, David Merkel, Dan Woods
Email address to reach different divisions:

- MWASales@MillerWelds.com  Inquire about welding applications, Performarc builds and machine sales.
- MWAParts@MillerWelds.com  Inquire about part quotes, send purchase orders, check order status and request RMAs.
- MWAService@MillerWelds.com  Inquire about technical issues, part number help, machine down help, service and service call requests.
- MWATraining@MillerWelds.com  Inquire about training, set up training and ask about training.

Website for customers to retrieve pricing, availability, order status & more:  www.myweldorder.com/Miller

Website to get more information about MWA: overview, training, support:  
http://www.millerwelds.com/products/automation/

MWA's documentation center for contact information, parts, products, manuals, warranty information and software updates:  http://www.panarobosales.com/public/manual_site/mwa.htm

You may enter 5-digit extension at any time.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| Press 1 | Technical Support  
Calls for technical help, machine-down issues, warranty issues, service calls, part identification, and manuals. |
| Press 2 | Customer Service  
(Ordering administration center)  
Pricing, availability, order status, RMAs, order tracking, quotes and account setup. |
| Press 3 | Training  
Training setup and training dates available. |
| Press 8 | To locate an employee by name. |
| Press 9 | To repeat menu. |
| Option 0 | Operator  
If you are unsure of which option to choose, you can press 0 and be connected with an operator who can direct your call. |
### Customer Service Teams

You will be placed directly into our team of Hobart CS experts. Here we can help you with placing an order, checking status of previous orders, returning a product, and availability of product.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pam Niles</td>
<td>Customer Service Representative</td>
</tr>
<tr>
<td>Tammy Smith</td>
<td>Customer Service Representative</td>
</tr>
<tr>
<td>Pam Hance</td>
<td>Customer Service Representative</td>
</tr>
<tr>
<td>Leisa Quafisi</td>
<td>Customer Service Representative</td>
</tr>
<tr>
<td>Michelle Compton</td>
<td>Canada Customer Service Representative</td>
</tr>
<tr>
<td>Vickie Pierson</td>
<td>Intl. Customer Service Representative Export/Import Coordinator</td>
</tr>
<tr>
<td>Carla Montoya</td>
<td>Intl. Customer Service Representative Export/Import Coordinator</td>
</tr>
</tbody>
</table>

### U.S. Customer Service Team

- **Phone**: 800-346-2529, 800-424-1543
- **Fax**: 800-541-6607
- **Email**: oe@hobartbrothers.com

### Canada Customer Service Team

- **Phone**: 888-489-9353
- **Fax**: 800-363-7136
- **Email**: CanadaSales@hobartbrothers.com

### International Customer Service Team

- **Phone**: 937-332-5188
- **Email**: IntlSales@hobartbrothers.com

### Accounting

- **Phone**: 937-332-5125
- **Fax**: 937-332-5894

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It's the tie that binds

SCIENCE + PEOPLE
Applications Team

800-532-2618

Blaine Guy
Applications Engineering Mgr

Tré Hefflin-King
Lead Welding Engineer

Matt Underwood
Welding Engineer

Ty Lattimore
Welding Engineer

Alvin Kirksey
Welding Engineer

Josh Allen
Welding Engineer

Kim Francis
Welding Specialist

Product Managers

Derick Railling
Welds are Critical Segment, LA-FS Flux-Core, SAW, Megafil 937-332-5133

Caleb Haven
Throughput Matters Segment, Metal-Core 937-332-5673

Tim Hensley
Commercial Segment, MS-FS Flux-Core, stick, solid, HF 937-332-5460

Chris Mullenhour
Throughput Matters Segment, Aluminum 231-933-1234 x23115
Myweldorder.com: 24/7 Online tracking system to check the status of purchase orders, invoices, shipments, and check price and availability. To create an account, please contact customer service at 1-855-MIGWELD (1-855-644-9353) from within Canada and the US, or 1-519-737-3030 internationally.

Phone Menu

<table>
<thead>
<tr>
<th>Option 1</th>
<th>This option is for Semi Auto Customer Service and Technical Support. This group can help you with placing new orders, checking status and tracking of existing orders, checking price and availability, warranty information, returns, and account set-up for Myweldorder.com.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 2</td>
<td>This option is for Robotic Automation Customer Service. This group can help you with placing new orders, checking status and tracking of existing orders, checking price and availability, warranty information, returns, and account set-up for Myweldorder.com.</td>
</tr>
<tr>
<td>Option 3</td>
<td>This option is for Robotic Automation Technical Support.</td>
</tr>
<tr>
<td>Option 8</td>
<td>This option allows you to look up a person by name. Simply speak the persons first and last name, confirm that you have the correct person, and you will be automatically connected.</td>
</tr>
<tr>
<td>Option 0</td>
<td>If you are unsure of which option to choose, you can press 0 and be connected with an operator who can direct your call.</td>
</tr>
</tbody>
</table>

Option 1
Help with Semi Auto in technical support, placing an order, checking status on previous orders, price and availability, returns, and warranty information.

CS@itwmig.com

Robin Giese
Customer Service Manager

Karen LaCosse
Customer Service Representative

Rebecca Snapp
Customer Service Representative

Tina Larsen
Customer Service Representative
### Option 2
Help with Robotic in placing an order, checking status on previous orders, price and availability, returns, and warranty information.

- **Debbie Larkin**  
  Customer Service Manager
- **Juan Carcelen**  
  Customer Service Representative and International Support
- **Rosanne Brockman**  
  Customer Service Representative

### Option 3
Robotic Automation technical support.

- **Justin Craft**  
  Automation, Field Support
- **Roger Robey**  
  Semi-Automatic Field Support
- **Ryan Lizotte**  
  Technical Service Manager
- **Jessica Provost**  
  Engineering Tech

### Quick Guide

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Telephone No.</th>
<th>Fax No.</th>
</tr>
</thead>
</table>
| **Miller**  
Machine Sales, Parts, Oxy Fuel and TIG Torches | 1-866-931-9730 | 1-800-637-2315 |
| Literature – Catalogs, Spec Sheets, Posters, Owners Manuals | 1-866-931-9732 | 1-888-237-4273 |
| Distributor Hotline – Miller Bucks, Extranet Related | 1-888-489-3787 | 1-877-327-8132 |
| **Hobart**  
Filler Metals - Customer Service Support | 1-800-346-2529 | 1-800-541-6607 |
| **Tregaskiss**  
Bernard & Tregaskiss Handheld Torches  
Tregaskiss (Robotic) Machine Torches | 1-855-MIGWELD (1-855-644-9353) | 1-877-737-2111 |
Have you tried the Distributor Extranet?

You can access these sites: 24/7, 365 days of the year! Here is some of what you will find on the Extranet:

- Pricing and availability
- Account balances
- Electronic warranty claims/inquire
- Order status and tracking
- Invoice detail

- Technical manuals/documents
- Warranty information
- Parts catalog
- Training courses
- Sales/Freight policies

- eCommerce (Miller U.S. only)
- Personalized price files (Hobart only)
- Surcharges/Test charges (Hobart only)
- Product certificate of conformance forms (to prepare your own certificates) (Hobart only)

Visit https://partners.itwwelds.com. You can login with your email address and password or register for access. If you have questions or need assistance please contact us at 800-4A-Miller.

Accessing Distributor Extranet

Registering for an Extranet Account & Login

The Distributor Extranet site hosts a number of tools and gives you 24/7, quick, accurate, and up-to-the-minute information on price and availability*, order status*, order tracking*, online ordering*, new product information, and online training.

1. Go to MillerWelds.com and on the Home page click on Sign In.

2. Once on the Login to Your Account page, click on Partner Login.

3. Enter your Miller and/or your Hobart Brothers Account/Customer number.
   Note: a customer number is needed for access to each Miller and Hobart Brothers account information.
   Complete the required information, check the “I agree to the following” box then click: REGISTER

Verification Process
The verification process will take 24 to 48 Hours for the final activation of the account. You will receive an e-mail once it is activated.

NOTE: THE POSTAL CODE (Zip Code) MUST MATCH THE POSTAL CODE OF THE ACCOUNT NUMBER STORE LOCATION.

Technical Assistance
For technical assistance with logging into the Distributor Extranet contact 1-800-4-A-Miller (800-426-4553)

* NOTE: Contact your manager or IT department for access to these tools. A designated WAC (web access coordinator) in your company will establish the ability to use some features of the Distributor Extranet.
Accessing Online Training System

1. After logging into the Distributor Extranet, Click on the Training Tab at the top of the page.

2. Click on Online Training Button for access to your assigned online Courses.

myWelds App

We are happy to announce myWelds is now available to distribution. The app is available in the public app stores for both Apple and Android. This mobile application allows for quick and easy access to product documentation and pricing.

You will login to the app with your Partners Extranet account. If you do not have an account, you can register on the Partner’s Extranet at: https://partners.itwwelds.com/register

The initial release of the app will have access to product documentation and pricing. Over time more capabilities will be added to the app. Visit https://partners.itwwelds.com/mywelds for more information.
Ordering Literature and Catalogs via the Extranet

1. Find the order Literature & Catalogs under the Marketing tab.

2. Complete this form and hit the request information. Your literature will be sent within 48 hours.

Technical Assistance
For technical assistance with the ordering literature call 920-735-4356.

Build with Blue Support – US & Canada

Online Rebate Center – www.MillerRebateCenter.com
- Check rebate status or submit a rebate claim

Customer Service
- Phone: 800-383-4836
- Email: customerservice@MillerRebateCenter.com