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
**Option 1  Orders**

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.

**Option 1 Sub- Menu:**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Place/expedite order or RGA</td>
<td>Have part number and need price and availability</td>
</tr>
</tbody>
</table>

**Option 2  Product Selection**

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.

**Option 2 Sub- Menu:**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Machines &amp; Accessories</td>
<td>Parts Look-Up</td>
<td>Safety Product &amp; Helmets</td>
<td>Gas Equipment</td>
<td>TIG Torches</td>
</tr>
</tbody>
</table>

**Option 3  Warranty**

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.

**Option 4  Promotions & Rebates**

This option is for questions regarding current Miller promotions and rebates, including Build with Blue.

**Option 8  Contact by Name**

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!

**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 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
- Samantha Wilke
  Receptionist/ Switchboard Operator
- Nicole Verhagen
  Receptionist/ Switchboard Operator

Customer Service Team

- Phil Sabee
  Customer Service Manager
- Tory Haviland
  Customer Service Supervisor/Canada
- April Schmidt
  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 inquires.

- Theresa Klingbell
  Accounts Receivable Supervisor
- Ashley VanDenBosch
  Accounts Receivable
- Robin Reitzner
  Accounts Receivable
- Victor Onyango
  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.

Orders@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

Eastern
- Matt Reed
  Warehouse Mgr. & Customer Service Representative
- Jim Darling
  Customer Service Representative

Southern
- Nick Hastings
  Warehouse Mgr. & Customer Service Representative
- Gary Carter
  Warehouse Operations Mgr. & Customer Service Representative

- 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
- Swedesboro, NJ
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

Rick Yunk
Technical Parts, Gas Equipment & Safety

Chuck Dieudrich
Technical Parts, Gas Equipment & Safety

Rick Yunk
Technical Parts, Gas Equipment & Safety

Shawn Milliren
TIG Torch Specialist & Customer Service Rep

Chuck Diedrich
TIG Torch Specialist & Customer Service Rep

Rebecca Bastian
TIG Torch Specialist & Customer Service Rep

Jesse Massonet
Technical Parts, Safety Products and Fume Extraction

Jesse Massonet
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
ISGServicemillerwelds.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

Adam Tornow
Service Technician

Matt Walker
Service Technician

Steve Walsh
Service Technician

Adrian Vanden Acker
Service Technician

Dave Almy
Welding Engineer

Mike Adrian
Welding Engineer

Erik Brown
Welding Engineer

Justin Durik
Welding Engineer

Mike Klegin
Welding Engineer

Rick Schuh
Welding Engineer

Kodi Welch
Welding Engineer

Valarie Schwartz
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
Miller Welding Automation
Tel. 630-653-6819  Fax: 920-735-4328

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

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### You may enter 5-digit extension at any time.

<table>
<thead>
<tr>
<th>Press 1</th>
<th>Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Press 1</strong></td>
<td><strong>Technical Support</strong></td>
</tr>
<tr>
<td>Calls for technical help, machine-down issues, warranty issues, service calls, part identification, and manuals.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Press 2</th>
<th>Customer Service (Ordering administration center)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Press 2</strong></td>
<td><strong>Customer Service (Ordering administration center)</strong></td>
</tr>
<tr>
<td>Pricing, availability, order status, RMAs, order tracking, quotes and account setup.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Press 3</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Press 3</strong></td>
<td><strong>Training</strong></td>
</tr>
<tr>
<td>Training setup and training dates available.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Press 8</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Press 8</strong></td>
<td></td>
</tr>
<tr>
<td>To locate an employee by name.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Press 9</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Press 9</strong></td>
<td></td>
</tr>
<tr>
<td>To repeat menu.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option 0</th>
<th>Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Option 0</strong></td>
<td><strong>Operator</strong></td>
</tr>
<tr>
<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>
<td></td>
</tr>
</tbody>
</table>
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.

U.S. Customer Service Team
800-346-2529
800-424-1543
Fax: 800-541-6607
oe@hobartbrothers.com

Pam Niles
Customer Service Representative

Tammy Smith
Customer Service Representative

Pam Hance
Customer Service Representative

Megan Winner
Customer Service Representative

Tim Wenrick
Manager Warehouse/US Customer Service

Leisa Quafisi
Manager Intl. Trade Compliance, Imports and Intl. Customer Service

Michelle Compton
Canada Customer Service Representative

Vickie Pierson
Intl. Customer Service Representative Export/Import Coordinator

Carla Montoya
Intl. Customer Service Representative Export/Import Coordinator

Canada Customer Service Team
800-363-7136
Fax: 803-363-7136
CanadaSales@hobartbrothers.com

International Customer Service Team
937-332-5188
IntlSales@hobartbrothers.com

Applications Team
Tel. 800-532-2618

Blaine Guy
Applications Engineering Mgr

Tré Hefflin-King
Welding Engineer

Matt Underwood
Welding Engineer

Ty Lattimore
Welding Engineer

Alvin Kirksey
Welding Engineer

Product Managers

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

Caleb Haven
Throughput Matters Segment, Metal-Core
231-357-0228

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

TBD
Throughput Matters Segment, Aluminum
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

| Option 1 | 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. |
| Option 2 | 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. |
| Option 3 | This option is for Robotic Automation Technical Support. |
| Option 8 | 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. |
| Option 0 | If you are unsure of which option to choose, you can press 0 and be connected with an operator who can direct your call. |

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

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.

Option 3
Robotic Automation technical support.

Quick Guide

<table>
<thead>
<tr>
<th>Product</th>
<th>Telephone No.</th>
<th>Fax No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miller Machine Sales, Parts, Oxy Fuel and TIG Torches</td>
<td>1-866-931-9730</td>
<td>1-800-637-2315</td>
</tr>
<tr>
<td>Literature – Catalogs, Spec Sheets, Posters, Owners Manuals</td>
<td>1-866-931-9732</td>
<td>1-888-237-4273</td>
</tr>
<tr>
<td>Distributor Hotline – Miller Bucks, Extranet Related</td>
<td>1-888-489-3787</td>
<td>1-877-327-8132</td>
</tr>
<tr>
<td>Hobart Filler Metals - Customer Service Support</td>
<td>1-800-346-2529</td>
<td>1-800-541-6607</td>
</tr>
<tr>
<td>Bernard &amp; Tregaskiss Handheld Torches Tregaskiss (Robotic) Machine Torches</td>
<td>1-855-MIGWELD (1-855-644-9353)</td>
<td>1-877-737-2111</td>
</tr>
</tbody>
</table>
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.
After logging into the Distributor Extranet, Click on the Training Tab at the top of the page.

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

Accessing Online Training System

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

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

Order Literature

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