

WHO TO CALL...AT ABSOLUTAIRE

Phone: (269) 382-1875 or (800) 804-4000

Fax: (269) 382-5291

www.absolutaire.com

Description	Primary	1st Back-Up	2nd Back-Up	3rd Back-Up
AbsolutWaire & ACE Login, Navigation, Etc.:	Michelle Plummer	Frank Gray	Adam Budnick	
Accounts Payable (\$\$'s we owe):	Connie McCarn	Jon Davis	Deb Crowe	
Application Engineering:	sales@absolutaire.com	Frank Gray	Dave Parks	
Approval Drawing Request/Release:	sales@absolutaire.com	engineering@absolutaire.com		-
Catalogs & Literature:	Michelle Plummer	Laci Groat	sales@absolutaire.com	-
Change Orders - Equip. Configuration: - Above Effect on Ship Date:	AAI Project Sales Engineer Dana Harrison	Frank Gray Adam Budnick	sales@absolutaire.com Frank Gray	-
Collections (\$\$'s owed to AAI):	Ana Martinez	Deb Crowe	Jon Davis	-
Commission Payments:	Deb Crowe	Jack Budnick Sr.	AAI Project Sales Engineer	-
Credit Approval:	Ana Martinez	Jack Budnick Sr.	Kalyn Stawarz	
Customer Complaints:	customer_service@absolutaire.com	Kris Witteveen	Jack Budnick Sr.	
DDC Controls - New Equipment Sales:	Nelson Howard	Frank Gray	Kris Witteveen	Adam Budnick
DDC Controls - Installed Equipment:	Nelson Howard	Kris Witteveen	customer_service@absolutaire.com	
Disputes, Unresolved Back-Charges, Etc.:	Kris Witteveen	Jack Budnick Sr.	Project Sales Engineer	
Drawings for Quotation Purposes:	sales@absolutaire.com	Frank Gray	Casey Potts	
ETL (ANSI) Certification:	Kris Witteveen	Jack Budnick Sr.	Adam Budnick	
Field Issues - Gas & Electrical: - Quality, Workmanship, Etc.: - Application and/or Engineering:	customer_service@absolutaire.com customer_service@absolutaire.com customer_service@absolutaire.com	Project Sales Engineer Project Sales Engineer Project Sales Engineer	Kris Witteveen John Deisler Kris Witteveen	Nelson Howard Greg Freitas Adam Budnick
Freight Quotes, Ship To Address, Etc.:	sales@absolutaire.com	Dana Harrison	Tori Hayward	-
O&M Manuals (shipped equipment):	customer_service@absolutaire.com	Laci Groat	Dana Harrison	Michelle Plummer
Order Acknowledgements:	Michelle Plummer	AAI Project Sales Engineer	sales@absolutaire.com	
Parts Orders (new and/or warranty):	customer_service@absolutaire.com	Geoff Hoover	Robert Killick	
Product Improvement Ideas:	Jack Budnick Sr.	Frank Gray	Adam Budnick	sales@absolutaire.com
Quality Concerns and Issues:	Jack Budnick Sr.	John Deisler	Greg Freitas	Adam Budnick
Quotes & Pricing: - V-Series & M-Series: - R-Series & AA-Series: - E-Series: - I-Series (indirect fired): - S-Series (i.e.: specialty, air houses, etc.): - Spray & Bake (paint booth applications): - Temperature & Humidity Applications: - Energy Recovery:	sales@absolutaire.com sales@absolutaire.com sales@absolutaire.com sales@absolutaire.com sales@absolutaire.com sales@absolutaire.com sales@absolutaire.com	Michelle Plummer Frank Gray Frank Gray Adam Budnick Frank Gray Adam Budnick Kris Witteveen Frank Gray	Dave Parks Jack Budnick Sr. Frank Gray Kris Witteveen Frank Gray Frank Gray Kris Witteveen	Nelson Howard
Rep Office Phone & Address Changes:	Michelle Plummer	sales@absolutaire.com		-
Service & Field Start Up Issues:	customer_service@absolutaire.com	Robert Killick	Kris Witteveen	
Shipments: - Lead Times - Prior to Order: - Ship Date Status - Existing Orders: - Post Ship Freight Info, Pro #, Etc.:	sales@absolutaire.com Dana Harrison Dana Harrison	Adam Budnick Tori Hayward Tori Hayward	Jack Budnick Project Sales Engineer	
Stock Units Availability:	sales@absolutaire.com			
Unit Weights, Sizes, Etc.:	www.absolutaire.com	sales@absolutaire.com	Casey Potts	Adam Budnick
Website Changes/Suggestions:	Frank Gray	Jack Budnick Sr.	Adam Budnick	

E-mail Addresses: *first name initial*, followed by *full last name*, followed by @absolutaire.com
Example: Frank Gray is: fgray@absolutaire.com

Exception: jwbudnick@absolutaire.com (for Jack Sr.)