

## Customer Service and Support Contacts

### Rob Smith

Service Manager  
Phone: (203) 871-2058  
Mobile: (203) 415-6859  
Email: [RobS@wafios.us](mailto:RobS@wafios.us)

### Bob Ackermann

Engineering and IT Manager  
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Mobile: (203) 645-1359  
Email: [BobA@wafios.us](mailto:BobA@wafios.us)

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### Spare Parts Group

Phone: (203) 481-5559  
Fax: (203) 483-2443  
Email: [parts@wafios.us](mailto:parts@wafios.us)

### Jim Trudden

Spare Parts / Logistics Supervisor  
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### Service Group

Phone: (203) 871-2040  
Fax: (203) 871-2041  
Email: [service@wafios.us](mailto:service@wafios.us)

Technical Assistance Request (TAR): [www.wafios.us/us/customer-service/promotions-download](http://www.wafios.us/us/customer-service/promotions-download)

The TAR form may be filled out and submitted online. Multiple people in the Service Group receive the submission in order to ensure a response in a timely manner.

The [parts@wafios.us](mailto:parts@wafios.us) and [service@wafios.us](mailto:service@wafios.us) email addresses are received by multiple people within the respective groups in order to ensure a response in a timely manner.

If your need or request is urgent, please contact the Service Manager, Spare Parts Supervisor or Account Manager directly by phone.

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## ACCOUNT MANAGERS

### Gareth Smith | Western

Regional Sales Manager  
Phone: (203) 871-2075  
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### David Vujaklija | Midwest

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### Thomas Madelung | Eastern

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### Michael Rief | Eastern Midwest & Canada

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### Andreas Klutki | USA & Canada

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