



Bulletin | Danfoss Turboacor Compressors

Customer Notification

B-CN-118-EN Rev A

6/1/2018

SUBJECT: Danfoss Turboacor Email Address Changes

Purpose

This bulletin is to inform our customers that the emails for support teams within Danfoss Turboacor will be changing. These include the emails used for Product Support, Applications, and for Customer Service Order Processing.

Summary

Our systems are being upgraded to allow all emails from our customers to be routed through a Customer Service portal to ensure we properly track all issues and questions. This new system is intended to provide more timely responses to our valued customers.

Therefore, **effective June 4, 2018**, we ask you to begin using one of the below email addresses to contact any of the individuals in the groups provided below.

Group	Previous Email Address	New Email Address
Commercial Sales	commercial.sales@danfoss.com	turbocor.cs.na@Danfoss.com
Product Support / Technical Service	product.support@danfoss.com	turbocor.ps.na@Danfoss.com
Applications	dteapplications@danfoss.com	turbocor.apps.na@Danfoss.com

Please note the existing commercial.sales@danfoss.com, product.support@danfoss.com, and dteapplications@danfoss.com emails will no longer be available after that date.

For all correspondence to individuals in other groups, including your Key Account Manager, please continue to use the email addresses you have on file.

Action Required

Please update the email addresses so that future correspondence for these groups will receive their intended recipients.

Need Assistance

For further questions, please contact your Key Account Manager for any additional information regarding this change.