

Bulletin | Danfoss Turbocor Compressors

Customer Notification

B-CN-118-CN Rev A

6/1/2018

SUBJECT: Danfoss Turbocor Email Address Changes

客户通知

主题：丹佛斯天磁（Turbocor）电子邮件地址变更事宜

Purpose 目的

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

本公告旨在通知客户丹佛斯 Turbocor 的支持团队将变更电子邮件地址。此次变更将涉及产品支持部、应用部和客户服务订单处理部的电子邮件。

Summary 概要

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.

我们的系统正在升级，以便使客户发出的所有电子邮件都能够通过客户服务部的门户进行传送，从而确保准确地跟踪所有事务及问题。该新系统旨在让我们能够更及时地响应重要客户的需求。

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.

因此，自**2018年6月4日起**，请大家开始使用以下新的电子邮件地址来联系部门人员。

Group 部门	Previous Email Address 旧电子邮件地址	New Email Address 新电子邮件地址
Commercial Sales 商业销售部	commercial.sales@danfoss.com	turbocor.cs.na@Danfoss.com
Product Support / Technical Service 产品支持部/技术服务部	product.support@danfoss.com	turbocor.ps.na@Danfoss.com
Applications 应用部	dtcapplications@danfoss.com	turbocor.apps.na@Danfoss.com

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

请注意，现有的 commercial.sales@danfoss.com、product.support@danfoss.com 和 dtcapplications@danfoss.com 电子邮件地址在该日期之后将不再可用。

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

对于发给其他团队的邮件，包括大客户经理，请继续使用原有文件上的电子邮件地址。

Action Required 所需的行动

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

请及时更新电子邮件地址，以确保与上述部门的正常邮件沟通。

Need Assistance 需要帮助

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

如有其他问题，请与您的大客户经理联系，了解与此变更有关的其他任何信息。