

Callback service can be requested with the form. If call back is requested, a call from service engineering or one of the district managers will take place within 1 business day. Complaints about the speed of response to this service can be addressed to CSS Quality (Eric Adams), Dave Roth (Centrifugal and Absorption Chillers), Dan Williams (Unitary Products including 30 series chillers) and Arnoud Vasse (Airside products).

The form is designed to be sent directly to Service Engineering in Syracuse. Feedback to the District Managers is also encouraged. The District Managers are listed in the table below.

Region	Unitary Products (≥ 30 series)	Heavy Chillers (16, 19, 23 series)
Northeast	Dilip Vyavaharkar (fax: 315 432-3213)	Peter Richardson (fax: 518 220-2051)
Southeast	Leon Leighton (fax: 770 998-9905)	Brice Auten (fax: 704 529-5603)
Midwest	Curt Wealti (fax: 608 836-5939)	Quanah Martin (interim) (fax: 817 847-8135)
Southwest	Al Schantz (fax: 281 858-5208)	Quanah Martin (fax: 817 847-8135)
West	John Egan (fax: 503 641-7149)	Terry Cammack (fax: 707 773-0546)
Asia / Pacific	Steve Marshall (fax: 662 751-4745)	Steve Marshall (fax: 662 751-4745)
Outside USA (except APO & Canada)	Eric Adams (fax: 315 432-3667)	Eric Adams (fax: 315 432-3667)

For Canada, please use the District Manager in the region located south of your position.

ATTACHED YOU WILL FIND THE FAX PROBLEM REPORTING FORM