



BY JOHNSON CONTROLS

Who's Who With YORK® PROCESS SYSTEMS

Resource Persons for the YPS Brand

Process Systems Business

P1.0.4 F-YPS (4/15/2015)

Every effort has been exerted to assure clarity when doing business with Johnson Controls. However, questions will sometimes arise concerning the sale of our products, our procedures, our sales & marketing programs, our policies, and our publications. The following guidelines are designed to assist you in directing your questions to the proper persons. Any questions concerning the sales of our products should initially be directed to the District Sales Manager for your territory. In most cases, the District Sales Manager will be able to answer your questions. Questions on service programs and policies should be directed to your Field Service Supervisor.

FACILITIES	YPS HEADQUARTERS WAYNESBORO, PA	BALTIMORE PARTS CENTER BALTIMORE, MD	JOHNSON CONTROLS BUILDING EFFICIENCY MILWAUKEE, WI
	100 CV Avenue Waynesboro, PA 17268 PH: 717-762-2121 FAX: 717-762-8624 TOLL FREE: 1-800-ITS COLD	9108 Yellow Brick Road Baltimore, MD 21237 PH: 800-336-7264 FAX: 800-976-1613 or 410-780-7450	507 E. Michigan St P.O. Box 423 Milwaukee, WI 53201-0423 PH: 414-524-4500 or 800-333-2222 FAX: 414-347-0221

NORTH AMERICA EAST SALES REGION
1 Bacton Hill Rd, Suite 103 North Building Frazer, PA 19355
Paul Hinderhofer, District Sales Mgr. PH: 610-640-0370 FAX: 610-640-0378 Albert.P.Hinderhofer@jci.com

NORTH AMERICA SOUTH & CENTRAL SALES REGION
10644 West Little York Rd, Suite 200 Houston, TX 77041
Glen Mueller, District Sales Mgr. PH: 713-934-2404 CELL: 281-221-2795 FAX: 713-934-7854 Glen.H.Mueller@jci.com

NORTH AMERICA MIDWEST SALES REGION
10644 West Little York Rd, Suite 200 Houston, TX 77041
Jason Freeman, District Sales Mgr. PH: 713-934-2407 CELL: 717-387-2524 FAX: 713-934-7842 Jason.R.Freeman@jci.com

Mike Dimiceli, District Sales Mgr. PH: 713-934-2402 CELL: 281-460-6173 FAX: 713-934-7854 Michael.Dimiceli@jci.com
Lance Larkin, District Sales Mgr. PH: 713-934-2401 CELL: 832-405-2949 FAX: 713-934-7854 Lance.Larkin@jci.com

NORTH AMERICA WEST SALES REGION
5770 Warland Dr Cypress, CA 90630
Tom Dosch, District Sales Mgr. CELL: 714-336-6228 Thomas.A.Dosch@jci.com

DEPARTMENT	PERSON	PHONE	ext.	FAX	E-MAIL
AFTERMARKET PARTS					
Any questions related to Parts should first be directed to the proper Aftermarket Parts Department and if they cannot help call your District Sales Manager.					
Customer Service Supervisor	Sharon Butler	800-336-7264	x8932	-	800-976-1613 Sharon.L.Butler@jci.com
Customer Service Rep (Int'l)	Alicia Morgan	800-336-7264	x8935	-	800-976-1613 Alicia.G.Morgan@jci.com
Customer Service Rep	Shawn Rodriguez	800-336-7264	-	-	800-976-1613 Shawn.J.Rodriguez@jci.com
Customer Service Rep	Dave Young	800-336-7264	-	-	800-976-1613 David.Reese.Young@jci.com
Customer Service Rep	Josh Haney	800-336-7264	-	-	800-976-1613 Joshua.Haney@jci.com

YPS HEADQUARTERS CONTACTS

The following list of persons will serve as Headquarters Contacts should your Regional Contacts be unavailable:

DEPARTMENT	PERSON	PHONE	ext.	CELL PHONE	FAX	E-MAIL
MARKETING						
Any questions related to Marketing should first be directed to the District Sales Manager.						
Director, North American Product Marketing	Delmar Lehman	717-765-2531	-	717-729-2134	717-762-4381	Delmar.E.Lehman@jci.com
Executive Administrative Assistant	Sue Palmer	717-765-2519	-	-	717-762-4381	Sue.S.Palmer@jci.com
Marketing Manager	John Gay	717-765-2418	-	717-891-5935	717-762-1305	John.H.Gay@jci.com
Technical Writer	Andrew Haldeman	717-762-2121	x2078	-	717-762-1305	Andrew.A.Haldeman@jci.com
Manager, Learning & Development	Stan Haas	717-765-2420	-	-	717-762-0654	Stanley.A.Haas@jci.com
Principal Engineer (Coolware)	Rob S. Miller	717-765-2365	-	-	717-762-8624	Robert.S.Miller@jci.com
Product Manager	Mike Colley	717-259-9755	x16	717-881-9229	717-259-8775	Michael.A.Colley@jci.com
Product Manager	John Cosner	717-765-2509	-	717-331-5192	717-762-0654	John.C.Cosner@jci.com
Product Manager	Nevin L. Forry	717-259-9755	x15	717-479-2966	717-259-8775	Nevin.Forry@jci.com

YPS HEADQUARTERS CONTACTS (Cont.)

The following list of persons will serve as Headquarters Contacts should your Regional Contacts be unavailable:

DEPARTMENT	PERSON	PHONE	ext.	CELL PHONE	FAX	E-MAIL
EXECUTIVE						
VP & GM Refrigeration - NA	Jim Furlong	717-765-2463		410-693-9751	717-762-4381	James.W.Furlong@jci.com
Administrative Assistant	Sue Palmer	717-765-2519		-	717-762-4381	Sue.S.Palmer@jci.com
SALES & CONTRACT ADMINISTRATION						
Any questions related to Sales & Orders should first be directed to the District Sales Manager.						
Director, Global IR Process Systems & NA YPS Sales	Robert Fahey	717-765-2510		484-467-1954	717-762-8495	Robert.F.Fahey@jci.com
Program Manager, Process Systems & Service	Randy Keefer	717-765-2318		717-552-3564	717-762-8495	Randolph.I.Keefer@jci.com
Manager, YPS Sales Latin America	Candido Grana	713-934-2403		713-677-4649	717-964-3394	Candido.V.Grana@jci.com
Sales Manager, YPS Latin America	German Salcedo	713-934-2405		832-914-8822	713-934-7854	Carlos.G.Salcedo.Garcia@jci.com
Sales Representative, PRS Parts & Service	Eudoro Iturbe	713-934-2406		281-433-2371	713-934-7854	Eudoro.Iturbe@jci.com
Manager, YPS Contract Management	Scott Shanbarger	717-765-2413		-	717-762-8580	Scott.E.Shanbarger@jci.com
Contract Manager	Patricia Gossard	717-765-2452		-	717-762-8580	Patricia.A.Gossard@jci.com
Contract Administrator	Alexa Dickinson	717-765-2484		-	717-762-8580	Alexa.D.Dickinson@jci.com
Contract Administrator	Kristin Wright	717-765-2514		-	717-762-8580	Kristin.Michel.Wright@jci.com
SERVICE						
Any questions related to Service should be first directed to the Field Service Supervisors listed below.						
Director, Aftermarket Parts & Service	Steve Swope	717-765-2430		-	717-762-8624	Steven.R.Swope@jci.com
Warranty Specialist / Field Service Administrator	Roxanne Dalton	717-765-2428		-	717-762-8624	Roxanne.N.Dalton@jci.com
Parts Customer Service Rep. Refrigeration	Billie Ann Ford-Bandanza	717-765-2516		-	717-762-8624	Billie.A.Ford-Bandanza@jci.com
RMA Coordinator	Michelle Newman	717-765-2462		-	717-762-8624	Michelle.Newman@jci.com
Remanufacturing Supervisor	Bryan Jamison	717-765-2493		-	717-762-8624	Bryan.D.Jamison@jci.com
Supervisor, F&B Service	Paul Conolly	717-765-2422		-	717-762-8624	Paul.L.Conolly@jci.com
Product Service Engineer	Dave Purnell	717-765-2497		-	717-762-8624	David.L.Purnell@jci.com
Product Service Engineer	Russ Daley	717-765-2475		-	717-762-8624	Russell.E.Daley@jci.com
Product Service Engineer	Bill Yoder	717-765-2454		-	717-762-8624	William.L.Yoder@jci.com
CONTROLS						
Any questions related to Controls should first be directed to the District Sales Manager.						
Director, Engineered Control Solutions	Tim Clark	717-765-2445		717-504-9822	717-762-0654	Timothy.E.Clark@jci.com
Supervisor, Sales Support & Applications	John Ecton	717-765-2515		717-729-8101	717-762-0654	John.A.Ecton@jci.com
Supervisor, Control Products	Kevin Dickinson	717-765-2440		717-729-0927	717-762-0654	Kevin.R.Dickinson@jci.com
PLC Support	Kevin Baldner	717-765-2048		-	717-762-0654	Kevin.L.Baldner@jci.com
PLC Support	Joe Toro	717-765-2051		-	717-762-0654	Joseph.A.Toro@jci.com
Drafter	Donovan Burkholder	717-765-2047		-	717-762-0654	Donovan.L.Burkholder@jci.com
Buyer, ECS Panel Shop	Courtney Fleisher	717-765-2423		-	717-762-0654	Courtney.R.Fleisher@jci.com
ENGINEERING						
Any questions related to Engineering should first be directed to the District Sales Manager.						
Director, Global IR Engineering	Joe Pillis	717-765-2411		717-830-5360	717-762-8624	Joseph.W.Pillis@jci.com
Manager, YPS Engineering	Donald Kaper	717-765-2527		717-494-9087	717-762-3636	Donald.A.Kaper@jci.com
Chief Mechanical Engineer, YPS	Hugh Kutz	717-765-2441		717-729-2589	717-762-3636	Hugh.W.Kutz@jci.com
Manager, Mechanical Engineering	Mike Campbell	717-765-2494		-	717-762-3636	Michael.D.Campbell@jci.com
Project Engineer - Mech.	John Barnes	717-765-2407		-	717-762-3636	John.J.Barnes@jci.com
Project Engineer - Mech.	John Abbott	717-765-2351		-	717-762-3636	John.A.Abbott@jci.com
Project Engineer - Mech.	Bill Britsch	717-765-2081		-	717-762-3636	William.T.Britsch@jci.com
Project Engineer - Mech.	Chad Flanders	717-765-2085		-	717-762-3636	Charlton.E.Flanders@jci.com
Project Engineer - Mech.	Jim Fuller	717-765-2010		-	717-762-3636	James.M.Fuller@jci.com
Project Engineer - Mech.	Kurt Gipe	717-765-2046		-	717-762-3636	Kurt.E.Gipe@jci.com
Project Engineer - Mech.	Seaver Li	717-765-2079		-	717-762-3636	Seaver.T.Li@jci.com
Project Engineer - Mech.	Doug Long	717-765-2396		-	717-762-3636	Noah.D.Long@jci.com
Project Engineer - Mech.	Terry Palmer	717-765-2007		-	717-762-3636	Terry.T.Palmer@jci.com
Project Engineer - Mech.	Jim Pearce	717-765-2300		-	717-762-3636	James.L.Pearce@jci.com
Project Engineer - Mech.	Daniel Seda	717-765-2083		-	717-762-3636	Daniel.R.Seda@jci.com
Project Engineer - Mech.	Bryan Stevenson	717-765-2310		-	717-762-3636	Bryan.Stevenson@jci.com
Project Engineer - Mech.	Tracy Sutton	717-765-2308		-	717-762-3636	Tracy.L.Sutton@jci.com
Project Engineer - Mech.	Kent Weibley	717-765-2357		-	717-762-3636	Kent.Thomas.Weibley@jci.com
Supervisor, YPS Electrical Engineering	Troy Kump	717-765-2011		-	717-762-3636	Troy.J.Kump@jci.com
Project Engineer - Elec.	Howard Gould	717-765-2311		-	717-762-3636	Howard.T.Gould@jci.com
Project Engineer - Elec.	Adrian Lupu	717-765-2399		-	717-762-3636	Adrian.E.Lupu@jci.com
Project Engineer - Elec.	Rich Oliver	717-765-2355		-	717-762-3636	Richard.A.Oliver@jci.com
Manager, YPS Product Design	Scott Hammer	717-765-2015		-	717-762-3636	Scott.D.Hammer@jci.com
FINANCE						
Any questions related to Finance, Accounting & Invoicing should first be directed to the District Sales Manager.						
Any questions concerning Credits & Collections should be directed to your credit and collections correspondent.						
Plant Controller, Waynesboro	Eileen M. Green	717-765-2466		-	717-762-3033	Eileen.Green@jci.com
Billing Admin. & Credit Analyst	Ashley Bingham	717-765-2354		-	717-762-3033	Ashley.Bingham@jci.com
Lead Cost Accountant	Matt McCarty	717-765-2070		-	717-762-3033	Matthew.Joseph.McCarty@jci.com

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