

Panasonic Commercial Food Service Contacts

To inquire about...	Contact...	Name	Phone	Fax	E-mail	
Status of warranty claim, rejections, etc.	Warranty Claim Processing Center		(800) 448 5333	(800) 533 3444		
Advanced Replacement Program	McAllen Replacement Facility		(866) 907 9111	(956) 668 8055		
Replacement parts and service literature.	National Parts Center, or		(800) 833 9626	(800) 237 9080		
	Commercial Master Distributors					
	Don Stevens (Minneapolis, MN)	John Lupkes	(800) 444 2299	(651) 452 4189	jlupkes@donstevens.com	
	Empire Equipment Company (Goldsboro, NC)	Amber Bollinger	(800) 722 6075	(919) 734 3084	amber@empire-equipment.com	
	Kain-McArthur (Kansas City, MO)	Iva Erickson	(866) 279 5246	(913) 820 0000	ivae@kainmcarthur.com	
	Finn Marketing (Tampa, FL)	Ken Jennings	(813) 925 1122	(813) 925 1607	ken@finnmarketing.com	
	Microvac (Los Angeles, CA)	Keith Cruise	(714) 491 4027 x 260	(714) 491 4014	Keith@klh.com	
	Salem Supply (Philadelphia, PA)	Rick Schmiedel	(800) 523 5980	(215) 675 9251	rick@delmarent.com	
	Southern Commercial (New Orleans, LA)	Billy Waterman	(800) 695-5017	(770) 451 2091	bwaterman@socopro.net	
Zink Marketing (Columbus, OH)	Steve Bosworth	(614) 899 9500	(614) 899 9797	steveb@zinkmarketing.com		
Technical problems and Quality Issues	National Service Manager / Technical Hotline	Reinhard Kirchhof	(201) 392 6894	(201) 392 6979	kirchhofr@us.panasonic.com	
Your Panasonic relationship, Field Issues.	Field Service Representatives					
	Eastern United States	Lorraine Dobron	(215) 968 4280	(215) 968 4354	dobronl@us.panasonic.com	
	Western United States	Sue Landon	(949) 462 1899	(949) 581 2910	Landons@us.panasonic.com	
Programming, Specs, Cooking Questions.	R & D / Executive Chef	Ken Megarr	(201) 348 7305	(201) 348 5343	megarrk@us.panasonic.com	
Dealerships, accessories, sales issues.	Sales Managers					
	National Sales Manager	Gino Iacovella	(201) 348 7258	(201) 392 6979	iacovella@panasonic.com	
	Western United States	Warren Manzer	(805) 386 1271	(805) 386 1271	manzerw@us.panasonic.com	
	AK, AR, AZ, CA, CO, HI, IA, ID, KS, LA, MN, MO, MS, MT, ND, NE, NM, NV, OK, OR, SD, TZ, IT, WA, WI, WY					
	Eastern United States	Steven Stohrer	(757) 430 8664	(757) 430 8665	stohrers@us.panasonic.com	
AL, CT, DE, FL, GA, IL, IN, KY, MA, MD, ME, MI, NC, NH, NJ, NY, OH, PA, RI, SC, TN, VA, VT, WV.						