

# Dimplex Medical Teams

Phone: 800-968-5665

Follow prompts for Service, Service available 24 hours per day



## MEDICAL SERVICE TEAM

EMAIL: [MedicalService@DimplexThermal.com](mailto:MedicalService@DimplexThermal.com)

## MEDICAL SALES TEAM

EMAIL: [MedicalService@DimplexThermal.com](mailto:MedicalService@DimplexThermal.com)

### OEM Coordinators:

Aurora Worst  
Jessica Hannaford  
Brandon Estee  
Lori Loparo

### Service Technicians:

Dan Kehl  
Robert Feight  
James Crocker  
Kameron Ganton

### Medical Customer Care Rep:

Michelle Ray  
[michelle.ray@dimplexthermal.com](mailto:michelle.ray@dimplexthermal.com)

Escalations/  
Management

### Service Execution Manager:

#### Maureen Basse

[maureen.basse@dimplexthermal.com](mailto:maureen.basse@dimplexthermal.com)  
Direct Line: 269-569-7826

### Senior Service Manager:

#### Rachel Childers

[rachelc@dimplexthermal.com](mailto:rachelc@dimplexthermal.com)  
Cell: 616-437-0869  
Direct Line: 269-569-7826

### Global Key Account Executive:

#### Tony Trumblee

[tony.trumblee@dimplexthermal.com](mailto:tony.trumblee@dimplexthermal.com)  
Cell: 269-366-8103

**Attention:** All Service emails need to be directed to our Group Emails; individual team member can be listed in the CC if wanted. This approach ensures better coverage and workflow by considering workload, vacations, and the division of duties. By doing so, we can guarantee that all dispatches and inquiries are promptly addressed, minimizing the risk of any being overlooked.