

Dimplex Medical Teams

Phone: 800-968-5665

Follow prompts for Service, Service available 24 hours per day



**SERVICE INQUIRIES
TECH SUPPORT
CORRECTIVE MAINTENANCE & REPAIR**

**MEDICAL
SALES
TEAM**

EMAIL: MedicalService@DimplexThermal.com

PM & START-UPS: Medscheduling@DimplexThermal.com

EMAIL: MedicalSales@DimplexThermal.com

OEM Coordinators:

Aurora Worst
Jessica Hannaford
Lori Loparo
April Endres

Service Technicians:

Robert Feight
James Crocker
Kameron Ganton

Medical Customer Care Rep:

Michelle Ray
michelle.ray@dimplexthermal.com

PM & Start Up Coordinators:

Gabe Seward and Shannon Bittenworth

Escalations/
Management

Service Execution Manager:

Maureen Basse

maureen.basse@dimplexthermal.com
Direct Line: 269-569-7826

Senior Service Manager:

Rachel Childers

rachelc@dimplexthermal.com
Cell: 616-437-0869
Direct Line: 269-569-7826

Global Key Account Executive:

Tony Trumblee

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.