



TECHNICAL SUPPORT AND CUSTOMER EXPERIENCE CONTACTS

TECHNICAL SUPPORT

Jon Keller

Years of Service: 19 years



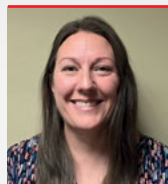
Product(s):
Pumps, Valves,
Cylinders, Logic
& FRLs

E-mail: arotechsupport@irco.com

Provide application, technical and troubleshooting support for ARO® valves, cylinders, logic, filters, regulators, lubricators, piston & diaphragm pumps. Also the facilitator for pump maintenance training to certify repair facilities.

Chastity Miller

Years of Service: 11 years



Product(s):
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& FRLs

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Provide application, technical and troubleshooting support for ARO® valves, cylinders, logic, filters, regulators, lubricators, piston & diaphragm pumps.

John Miller

Years of Service: 4 years



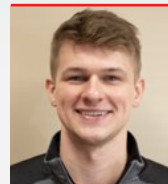
Product(s):
EVO Series™,
Pumps, Valves,
Cylinders, Logic
& FRLs

E-mail: arotechsupport@irco.com

Provide application, technical and troubleshooting support for ARO® valves, cylinders, logic, filters, regulators, lubricators, piston & diaphragm pumps. Also facilitator for EVO Process Pump™ training.

Nick Frame

Years of Service: 6 years



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Bruce Phillips

Years of Service: 5 years



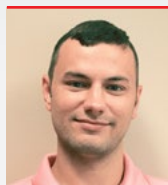
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Garrett Short

Years of Service: 1 year



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QUALITY AND RELIABILITY



Pam Castor

Years of Service: 44 years

Product(s): Pumps, Valves and Cylinders

E-mail address: aroclaims@irco.com, arowarranty@irco.com

Back-up: Makayla Dennis

Handle product quality and reliability, warranty, service repair coordinator and annual stock adjustments and non-warranty claims on pumps, valves, cylinders, logic, filters, regulators and lubricators.

Customer experience contacts on reverse side

Phone (800) 495-0276 209 North Main Street, Bryan OH 43506 • Business hours: Monday thru Friday, 8:00AM - 5:00PM Eastern



Sierra Schilt

Years of Service: 5 years

Customer Service Manager

E-mail address: *sierra.schilt@irco.com*

Leader of Customer Experience Teams in Bryan Ohio.

We provide customer service support for pump, valve, cylinder, logic, and FRL products.

CUSTOMER EXPERIENCE CONTACTS

Makayla Dennis

Years of Service: 3 years



Product(s):
*Pumps, Valves,
Cylinders, Logic
and FRLs*

E-mail: *AROcustomerservice@irco.com*
AROorders@irco.com

Customer Experience Account Management Team member providing all aspects of sales accountability including pricing, order status and lead times for pumps, valves, cylinders, logic, filters, regulators and lubricators. Back up to Sierra Schilt.

Haley Cordes

Years of Service: 6 years



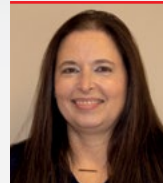
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Vonnie Spangler

Years of Service: 13 years



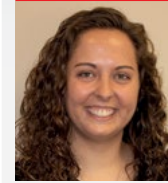
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Michaela Clingaman

Years of Service: 7 years



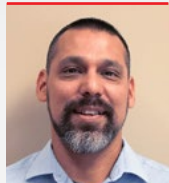
Office Manager
Product(s):
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and FRLs*

E-mail: *AROcustomerservice@irco.com*
AROorders@irco.com

Customer Experience Account Management Team member providing all aspects of sales accountability including pricing, order status and lead times for pumps, valves, cylinders, logic, filters, regulators and lubricators.

Robert Sanchez

Years of Service: 1 year



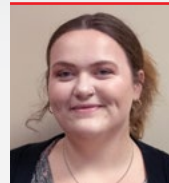
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Kaycee Grant

Years of Service: 1 year



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Cylinders, Logic
and FRLs*

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AROorders@irco.com

Customer Experience Account Management Team member providing all aspects of sales accountability including pricing, order status and lead times for pumps, valves, cylinders, logic, filters, regulators and lubricators.

**In order to ensure a timely response to your email requests,
please direct all inquiries to the following mailboxes:**

- **arocustomerservice@irco.com** – The ARO® Customer Experience Team provides pricing, order status and lead times for ARO® Fluid Products.
- **aroorders@irco.com** – The ARO® Order Entry Team provides manual order entry for ARO® Fluid Products.
- **arotechsupport@irco.com** – The ARO® Technical Support Team provides product application, technical support and trouble shooting for ARO® Fluid Products.
- **aroclaims@irco.com** – The ARO® Claims Team handles pricing, shipping and invoice error correction.
- **arowarranty@irco.com** – The ARO® Quality and Reliability Team handles product quality concerns for ARO® Fluid Products.

AROzone.com