

After Market Sales and Support Team Extrusion Division

HOURS: Normal operating hours for Service & Spare Parts is:

Monday through Friday 8:00 A.M. to 5:00 P.M. Eastern Standard Time

Telephone:



Spares / KraussMaffei Products (859) 283-4307

Spares / Berstorff Products (859) 283-7467

Service (859) 283-7442

24 HOUR EMERGENCY HOTLINE 859-372-8550

SPARE PARTS

Warranty / Spares (KraussMaffei) Telephone Number: (859) 283-4307

Warranty/ Spares (Berstorff) Telephone Number:..... (859) 283-4467

FAX BACK Response:..... (859) 283-0290

Before telephoning or faxing, please have the following information:

(Example)

Customer name:	Widget Molding Co.
Machine size:	KMD 90-20 / ZE 90 UT-UTX
Machine serial number:	251038
Part number (if possible)	411-4210
Part number description	Adapter plate
Your name	John Doe
Response Classification	Machine Down, Urgent

SERVICE :

After hours/weekend/holiday/emergency: (859) 372-8550

**For after hours support, your call will be handled by an answering service.
One of four On-Call Service Engineers will then be contacted to return your call.**

After Market Sales and Support Team Extrusion Division

Spare Parts Department	Office Number	
Tim Kincer – Spare Parts Manager	859-283-4321	tim.kincer@kraussmaffeicom
Billie Traft - Spares / Warranty Parts Coordinator (KraussMaffei)	859-283-4307	peggy.sharer@kraussmaffeicom
David Thoma – Spares / Warranty Parts Coordinator (Berstorff)	859-283-4467	david.thoma@kraussmaffeicom

Service Desk	Contact Number	
Lorne Wolf, Service co-ordinator KraussMaffei / Berstorff Products	859-283-7442	lorne.wolf@kraussmaffeicom
Ray Caudill, Service Technician KraussMaffei / Berstorff Products	859-380-4498	ray.caudill@kraussmaffeicom
Berk Brokaw, Service Technician KraussMaffei / Berstorff Products	859-380-3776	berk.brokaw@kraussmaffeicom
Pierre Gains, Service Technician KraussMaffei / Berstorff Products	859-982-2745	pierre.gaines@kraussmaffeicom
Service-EX@krauss-maffeicorp.com		

After Market Sales and Support Team Extrusion Division

General Manager–Sales Support Center	Office Number	
General Manger – Matt Sieverding	859-283-7466	matt.sieverding@kraussmaffei.com
Midwest Region – Tom Whitehead KraussMaffei	859-653-4307	greg.holland@kraussmaffei.com
East Coast Region – Artie Riegger KraussMaffei	859-653-3413	artie.riegger@kraussmaffei.com
South East Region – Gene Stroupe Berstorff	859-653-3423	gene.stroupe@kraussmaffei.com
West Region- Pete Zut KraussMaffei	859-653-6114	pete.zut@kraussmaffei.com
North East Region/MidWest – Steve Meadows Berstorff	859-444-8845	steve.meadows@kraussmaffei.com
National Sales Manager- Peter Hunziker	859-653-3427	peter.hunziker@kraussmaffei.com
Operations Manager- Mark Giesey	859-372-8568	mark.giesey@kraussmaffei.com
Manager Research & Development - Martin Mack	859-283-4486	martin.mack@kraussmaffei.com