



# NORGREN®

## Channel Service Center 2022



**1 Industrial Automation – US HQ**

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+1 (800) 514-0129

**2 Auto In-Plant (NAS)**

1325 Woodland Drive  
Saline, MI 48176  
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**3 Auto In-Plant (NAS)**

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Rochester Hills, MI 48309  
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**4 Fluid Technologies – HQ**

72 Spring Lane  
Farmington, CT 06032  
+1 (860) 677-0272

**5 Fluid Technologies (Kloehn)**

10000 Banbury Cross Drive  
Las Vegas, NV 89144  
+1 (800) 358-4342

**6 Fluid Technologies (Acro)**

1990-A Olivera Road  
Concord, CA 94520  
+1 (925) 676-8828

**7 Commercial Vehicle (GT Development)**

425 C Street NW  
Auburn, WA 98001  
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# Tools

Do you know the fastest way to get part pricing and delivery, collateral, training materials, announcements, and more? Here are the tools you have direct access to:

## Norgren Portal

Norgren's distributor portal is where you can access your orders and invoices, as well as price & availability, and place webstore orders. Login at [www.portal.norgren.com](http://www.portal.norgren.com)

- Pricing and availability
- Order status and history
- Detailed product info
- Price lists
- Sales resources (collateral)
- Training material
- Announcements
- Talk to an Engineer
- Distributor Academy registration
- Online order via the webstore

Need to create, edit, or remove a distributor portal account? Contact [Amanda Viveros](#) for assistance.

## Norgren.com

**Need to build a part number?** Go to the specified product page on [Norgren.com](http://Norgren.com) and fill in the configurator fields to generate the part number, CAD model, and pricing & availability.

**Need technical support?** Norgren's product datasheets, CAD and product configurators are designed to give you the technical information you need to select, install and maintain our products in your application. Visit [www.norgren.com/us/en/technical-support](http://www.norgren.com/us/en/technical-support)

- Literature
- Documentation
- Tools
- Downloads

## Contacts

### Customer Service (Order Entry & Maintenance, RMA, Credit, Expedite)

Division	Name	Phone	Email
Main Contact		800-514-0129	littletoncustomerservice@imi-precision.com
Director of Customer Service	Lori Lanzendorf	763-350-9140	lori.lanzendorf@imi-precision.com
Customer Service Supervisor	Brittany Brewer	800-514-0129	brittany.brewer@imi-precision.com
Customer Service Lead	Justin Hall Nicole Reyes		justin.hall@imi-precision.com nicole.reyes@imi-precision.com
Customer Service Representative	Anna Galush Diana Avants Stephen Goudy Nick Woodward Ann Eckman		anna.galush@imi-precision.com diana.avants@imi-precision.com stephen.goudy@imi-precision.com nick.woodward@imi-precision.com ann.eckman@imi-precision.com
Order Entry Representative	Eric Miller Danial Salamanca Ruthie Aguirre Cesar Coronel Francisco Rico		orderentry@imi-precision.com

### Inside Sales (Technical Assistance)

Division	Name	Phone	Email
Inside Sales Lead	Bryant Esteves	303-797-5157	bryant.esteves@imi-precision.com
Inside Sales Representative	Andrew Bond Sagen Spesock Eugene Stabe Omar Corral Julio Berlingeri Michael Medina	720-283-5425 720-283-5284 720-283-5381 303-797-5137 303-797-5190 720-283-5306	andrew.bond@imi-precision.com sagen.spesock@imi-precision.com eugene.stabe@imi-precision.com omar.corral@imi-precision.com julio.berlingeri@imi-precision.com michael.medina@imi-precision.com
Application Engineering Manager	Brent Borchardt	720-283-5415	brent.borchardt@imi-precision.com
Application Engineer	Nick Bates		nick.bates@imi-precision.com

### Outside Sales

Division	Territory	Name	Phone	Email
Channel Manager	Southeast	Jim Hickman	708-879-6781	james.hickman@imi-precision.com
	West Coast / Canada	David Goetz	720-283-5314	david.goetz@imi-precision.com
	Mideast / Midwest	Chris Standerwick	708-879-6790	chris.standerwick@imi-precision.com
	Southwest	Travis Thompson	214-244-3165	travis.thompson@imi-precision.com
	Northeast	Eric Skochko	815-412-0575	eric.skochko@imi-precision.com
	Northeast	Jason Hartley	720-646-1731	jason.hartley@imi-precision.com
	SunSource	Nick Lukehart	817-975-5247	nick.lukehart@imi-precision.com

### Product Management

Division	Product Area	Name	Email
Product Manager	Air Preparation, Fittings, Accessories Electric Actuators, Sensors, Vacuum, NAS Pneumatic and Hydraulic Actuators Directional Control Valves	Charles Werdehoff	charles.werdehoff@imi-precision.com
		Ken Chung	kenneth.chung@imi-precision.com
		Jakub Stawinski	jakub.stawinski@imi-precision.com
		Bradlee Dittmer	brad.dittmer@imi-precision.com

### Engineering

Division	Name	Phone	Email
Engineering Manager	Renato Noal	937-528-9749	renato.noal@imi-precision.com

### Marketing

Division	Name	Phone	Email
Sales Enablement / Promotions	Doug Morrill	720-496-2128	doug.morrill@imi-precision.com

# Frequently Asked Questions (FAQs)

To help process your request in a timely manner, we have listed some scenarios below and the information typically required.

## **Quote Status – New Quote & Updated Quote:**

Who is the end customer?

New quote requests may require some email documentation to outline expectations in writing?

Why are we getting the opportunity?

What problem are we solving?

What is the annual potential and order quantities?

Can we package fittings, FRL's and valves?

Do we have a target price?

## **Special Pricing to Win Competitive Business:**

What is the part #?

Who's the competition?

What is the purchase quantity and annual quantity?

What margin is the distributor trying to maintain?

Can we quote fittings, valves, FRL's?

Why are we getting the opportunity?

## **Sample Request:**

What is the opportunity – quantity/potential?

New business or replacing a failure?

What shipping method do you want?

Standard Sample Policy applies unless otherwise approved by RSM

## **Book an RMA:**

What is the part #?

What is the reason for return (failure, evaluation of existing application, order incorrectly, etc.)?

Can you provide application information for the evaluation process?

Crossover Request – What are the critical dimensions? Why are we getting the opportunity?

Does the customer want us to return the sample or scrap it?

Does the customer want credit or replacement?

## **Order Expedites:**

What is the order # or Distributor PO#?

What is the customer's requested ship date?

Can the customer accept a partial?

Can we look at design alternatives to address missing components?

Can we remove a "ship complete" requirement?

Does the customer want to change the shipping method?

## FAQs (cont.)

### Quality Complaint Ticket:

Complaint Tickets are used to report quality concerns where a product is not being returned:

- Packaging or labeling issues
- Multiple complaints regarding same problem
- Shipping damage

Procedure:

- Gather all the information about the quality complaint, pictures, RMA's if they have been issued, open order numbers, etc.
- E-mail the information to [sales.usa@imi-precision.com](mailto:sales.usa@imi-precision.com). Please include "Quality Complaint Ticket" in the subject line of the email to ensure it is directed to the right location.
- That information will be sent to a quality group e-mail. The quality group will take immediate action if needed and report back their findings on what action will be taken in the future.

### Competitive Crossovers:

What is the closest Norgren product line? Who is the competitor?

What is the competitor model number?

What is the quantity? Order quantity & annual quantity

What is the customer target price?

Expected lead time?

What are the critical dimensions?

Why would the customer choose Norgren? Quality, Delivery, Price, etc.

## Policies

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This Warranty & Returns policy applies to all standard and special Norgren (or its affiliates') products and supersedes any previously issued Warranty & Returns Policy by any such party. All references to Norgren herein will include Norgren LLC and any of its affiliates from which you purchase products.

## Warranty Period

Product	Warranty Period (years from date of invoice)
Actuators - Pneumatic / Hydraulic	3
Vacuum	3
Air Preparation	2
Valves	2
Fittings & Accessories	2
Sensors	2
Actuators - Electric	1
MFD Products	1
All other products	1

## Returns of Products under Warranty

### Process

1. All warranty / defective product returns must be approved by Customer Service and reference a Returned Merchandise Authorization (RMA) number. Returns will not be accepted unless a valid RMA number is clearly indicated on the outside of the shipping package of the returned product.
2. To obtain an RMA, contact Customer Service at the location where the order was placed with the following information:
  - a) Complete part number, quantity, and order number.
  - b) Description of problem including application details, operating pressure, media, and cycle rate if this is a recurring issue, etc.

Customer service will designate the Norgren location to which the product(s) must be returned.

3. Return the defective product(s) in prepaid freight. Norgren will not accept collect shipments. In addition:
  - a) Only product(s) listed on the RMA will be accepted. Items not appearing on the RMA will be returned unprocessed via a freight-collect shipment.
  - b) Returned product must be received by Norgren within 30 days of its issuance of the RMA; otherwise, the RMA will be void, and a new RMA must be issued for the return.
  - c) If a returned product was exposed to hazardous application materials, the return must include a corresponding material safety data sheet (MSDS).
  - d) New application materials (including lubricants, powders or liquids, chemicals, etc.) shipped as a part of an application review or quote request similarly require an RMA and accompanying MSDS.

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4. Please note our standard procedure for products being returned due to an alleged warranty concern:
  - e) We evaluate the product and determine if it is defective.
  - f) If the product is found to be defective, we will do one of the following:
    - I. Repair the returned product.
    - II. Replace with a new product; or
    - III. Issue credit.
  - g) All costs and expense related to shipping any replacement parts or goods will be paid by Norgren if there is a breach of the applicable warranty. Buyer shall pay for all installation costs.
5. If the product is not defective, we will contact the sender and ask how to manage the product. Returned product found to be in compliance with the applicable product warranty will be held for 20 days. If after 20 days and no response provided by sender, Norgren may scrap the product in its discretion.
6. DO NOT issue a debit memo. Norgren will not honor a customer-issued debit memo.

## Returns of Product Outside of Warranty

Returns of products that are not under warranty are subject to the general returned merchandise policy described below and should be handled by the distributor. Items not under warranty and returned for repair will be evaluated and repaired (or replaced) at Norgren's option.

### Repair Policy and Procedure

The price to repair any Norgren product to "like-new" condition of the same part number and revision level will be 45% of the current normal distributor net price for one piece of the product. Upon evaluation, some products returned will be beyond reasonable repair. Initial evaluation of the returned product will be provided at Norgren's cost. If additional evaluation and documentation is required, additional costs may be incurred.

If you request a conversion of a product to a different design or revision level, you must receive a quotation from Norgren prior to returning the product to Norgren.

### Repair Procedure

1. Contact Customer Service at the location where the order was placed to obtain an RMA with the following information:
  - a) A detailed description of the failure mode.
  - b) A purchase order for 45% of the normal distributor net price for each unit repaired. This applies to standard or special products.
  - c) Instruction to scrap or return "as-is" if the product is beyond repair upon evaluation.
  - d) The return shipping address for the repaired product.
2. Norgren will evaluate the condition of the product and provide final disposition.
  - a) Norgren will repair the product and return; the purchase order issued by the distributor will be charged the indicated repair fee plus freight.



- b) If the condition of the product is found to be beyond repair, it will be scrapped or returned “as is” as initially directed.
- c) If returned “as-is” is not specifically requested, the product will be scrapped 20 days from disposition of product.
- d) If the product to be repaired is found to have a warranty defect, the product will be repaired, replaced, or refunded in accordance with the Norgren standard warranty policy, and the fees indicated above will not apply and will not be charged to the purchase order that was issued for the repair.

## Inventory Return Policy

### General Returns

Distributor – Restocking fees are calculated against the net price of the re-stocked product.

However:

1. Returns exceeding \$500.00 list value are subject to a review of marketability (or usage).
2. Items must have shipped within the past 12 months.
3. Custom/special products are non-returnable.

Product Type	Restocking Fee (% of net price)
<b>Actuators - NFPA Pneumatic &amp; Hydraulic</b>	80%
<b>Actuators - Electric</b>	
<b>Actuators - Non-NFPA Pneumatic &amp; Hydraulic</b>	20% 40% Non-Returnable
- <b>Stocking Standard Models</b>	
- <b>Non-Stocking Standard Models</b> - <b>OL &amp; PV Non-Stocking</b>	
<b>Air Preparation</b>	40%
<b>Vacuum &amp; Grippers</b>	
<b>Valves &amp; Valve Manifolds (assembled)</b>	
<b>Fittings &amp; Accessories</b>	
<b>Sensors</b>	
<b>MFD Products</b>	20%
<b>All other products</b>	TBD - Consult factory

### Distributor Annual Inventory Adjustment

Returned merchandise and inventory return requests are evaluated on a case-by-case basis. Contact Customer Service at the location where the order was placed for pre-approval of inventory returns. Returns will not be accepted without prior written approval from Norgren.

Distributors can return no more than 5% of the net price value of the Distributor’s prior 12 months of aggregate purchases; provided the returned products are no older than 18 months from invoice date, in new and resalable condition, and in original packaging.

Distributors are to provide a list of every part number and date code for product approved for return. An off-setting order of a minimum of 1.2 times the inventory value or a 50% restocking fee is required at the time of any return.

Depending on our current inventory position, some requests to return inventory may be denied. We do not accept returns of custom/special products.

## **Discontinued Products**

Norgren reserves the right to discontinue the production and sale of any Norgren product. Distributors will normally be advised of a decision to discontinue a major product line a minimum of sixty days in advance of removal of such item from market availability. At Norgren's discretion, standard service kits for major discontinued items may be available for two years from date of discontinuance.

Norgren does not accept the return of discontinued products, and such products should be sold by the distributor to depletion.

## **Recalls**

If a product is recalled for any reason, the Distributor will (at Norgren's cost) provide any assistance that Norgren reasonably requires to recall, as a matter of urgency, products from the retail or wholesale market(s), provided that in its provision of such assistance the Distributor will:

1. prior to providing any assistance, and as soon as reasonably practicable having regard to the urgency of the situation, provide Norgren with an estimate as to the costs the Distributor foresees that it will incur in providing the assistance;
2. not incur any costs until Norgren has approved the Distributor's cost estimate provided in accordance with (1) above; and
3. at all times seek to mitigate the costs it incurs in providing such assistance.

## Blanket Order Policy

Blanket orders should include a complete schedule to facilitate manufacturing resource planning. If a complete schedule cannot be defined at order entry, no less than 50% of the total quantity must be scheduled. The balance will be scheduled 24 months from order date. Upon submission of a blanket PO, the distributor is obligated to purchase the entire amount of product listed in the PO. The 24 month date is not considered "on hold"; product and components will be purchased, scheduled, and produced during this period and if the date is left unchanged finished goods will be shipped on that day.

Additional guidelines the distributor must comply with:

- Blanket orders will not be scheduled beyond 24 months unless a written agreement has been made between Norgren and the distributor prior to order entry.
- A blanket order must consist of a minimum of a 20-piece release per item and no more frequent than monthly.
- All standard models for distributor inventory are to be placed under one purchase order and must be fully scheduled.
- Blanket order pricing is held for 12 months from order date for the original order quantity. Shipments after 12 months are subject to an increase, not to exceed 5%.
- Any changes to the order must be made by the next business day. After that time, additions must be entered as a new order because manufacturing and purchasing activities begin immediately.

In the event of a request for cancellation or insufficient activity (several months of delayed releases), the following elements will be reviewed as potential charges:

1. Additional billing on previously shipped product due to smaller purchase/manufacture quantities.
2. List price increase on future releases due to smaller purchase/manufacture quantities.
3. Carrying cost of dedicated inventory.
4. Price increase due to increases for components based on material and/or labor.
5. Administrative and documentation costs associated with scheduling, expediting, postponing, or canceling.

## Order Changes and Cancellations

Orders may be changed only with Norgren consent. Consult Norgren Customer Service on additions, substitutions, split-offs, re-packaging, re-routing, date changes, remarking, and other changes. These changes must be via email, we do not accept cancellations or changes over the phone. We reserve the right to deny cancellation.

Norgren reserves the right to apply cancellation charges, retroactive price increases or discount adjustments to cancelled or changed orders. Norgren may also refuse cancellation of an order. The distributor will be contacted regarding any of these charges. You must contact customer service via email for details on a specific order cancellation approval and charges.

Please see Standard Terms and Conditions of Sale. All requests for cancellation of an order must be initiated with Customer Service and agreed in writing (email is acceptable).

## eCommerce Returns Policy

### Restocking fees are as follows:

Restocking fees are calculated based on the purchase price of product only (not taxes/shipping & handling) at time of order, must be returned within 12 months from date of shipment, in new and resalable condition and in original packaging. Returns exceeding \$500.00 list value are subject to a review of marketability (or usage). Please contact manufacturer to obtain RMA number.

Product Type	Restocking Fee
Actuators - NFPA Pneumatic & Hydraulic	80%
Actuators - Electric	
Valve Manifolds (Assembled)	
Actuators - Non-NFPA Pneumatic & Hydraulic	45%
Air Preparation	
Vacuum & Grippers	
Valves	
Fittings & Accessories	
Sensors	
MFD Products	
All other products	Consult factory

# Sample Policy



This policy is established to handle OEM requests for Norgren product samples to facilitate testing and acceptance of our products.

The following distributor discounts apply to standard models requested by original equipment manufacturers. Special models should be quoted before sample request to verify competitive pricing. Prototype pricing for specials can be obtained through a request for quotation.

Product Type	Product Ranges Included		Sample Discount
	Bimba	Norgren	
Actuators	Original Line, ISO 6432, Flat-1 Line, EF1, Actuator Switches	RP Series Roundline, F-Series Plus Compact	No Charge
	PA-Series, TA-Series	A/J-Series, N-Series, P-Series, SS Series, Tiny Tim	50%
	Linear Thruster, Original Line Electric Thruster (OLET), Repairable Stainless (RS), All Stainless Original Line (all models) (model SS-091-DXPW in stock), Stainless Steel Flat-1 (SSFO), Pneumatic Isolation Valves (PIV),	IVAC Cleanline, LS Series Thrusters, RT Series Thrusters	
	All Stainless Repairable Original Line, Double-Wall, Pneu-Turn Rotary, Ultram Rodless, Position Feedback Cylinder, ISO 6431, PneuMoment, Twin Bore (TB and TBD),	Lintra Plus, LintraLite, 90000 Compact, ISOLine (15552)	75%
	Electric Actuators - Original Line Electric (OLE), Electric Ultram High Load (UHLE), ST80, B80-B110, B27, LP, EFET, LP15B-LP20B, EET, S80-S110, NPET, TRP, T-Series, IntelliAxis T-Bot, GT, B/BAT80, EFE, S27, RS, Hydraulic Actuators (all)	Elion	Application Dependent
Air Preparation	MGA Series, PG Series	Excelon Plus	No Charge
	-	17 Series, 18 Series, Miniature 07, Specialty Regulators (R24, R91)	70%
Fittings & Accessories	All Push-to-Connect Fittings		No Charge
	All Air Fuses, Flow Controls, Silencers, Tubing		
	All Pressure Sensor / Switches		
	Intellisense	-	Application Dependent
Vacuum	All Generators		Application Dependent
	All End-of-Arm Tooling, Vacuum Cups and Fittings		
Valves	Manual mechanical, Mead, MFD, BV0/BV1/BV2	Manual Mechanical, Nugget, Poppets, Super X, V5x/V6x, VHLA	50%
	Valve manifolds: BV10/15, BV18/26	Valve Manifolds VM10/15, VR10/15, VS18/26, Mini ISO, ISO Star	
	Pinch valves, other fluid control valves	Buschjost, FAS, Herion, KIP, proportional, other fluid control valves	Application Dependent

"No Charge" samples must be ordered separately.

Samples will be limited to a quantity of one per request. To help us evaluate the results of this program, a written report of how the sample performed should be provided. Samples provided are subject to [Norgren Standard Terms & Conditions of Sale](#).

Norgren, LLC Revised 11/2021

