

CUSTOMER SERVICE HOW TO'S

# GET THE RIGHT STUFF TO THE RIGHT PLACE

**CIRCOR INDUSTRIAL – ALLWEILER PUMPS**

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## **FOREMARKET**

New Pump Inquiries

**Centrifugal Pumps & Propeller Pumps**  
[AE-EMEA-GP@CIRCOR.COM](mailto:AE-EMEA-GP@CIRCOR.COM)

**2 & 3-Screw Pumps \***  
[AE-EMEA-GS@CIRCOR.COM](mailto:AE-EMEA-GS@CIRCOR.COM)

**PC-Pumps, Hose Pumps and Macerators**  
[AE-EMEA-GE@CIRCOR.COM](mailto:AE-EMEA-GE@CIRCOR.COM)

Contact the TECHNICAL SALES teams in case:

- You would like to request a quotation for a new pump alignment or a new pump
- You need help with pump selection
- General technical consulting

New Pump Orders

**Centrifugal Pumps, Propeller Pumps & 2 & 3-Screw Pumps \***  
[ORDERS-EMEA-GR@CIRCOR.COM](mailto:ORDERS-EMEA-GR@CIRCOR.COM)

**PC-Pumps, Hose Pumps and Macerators**  
[ORDERS-EMEA-GE@CIRCOR.COM](mailto:ORDERS-EMEA-GE@CIRCOR.COM)

Contact the INSIDE SALES teams in case:

- You would like to submit a Purchase Order for a new pump
- You need to know the status of an order for a new pump

## **AFTERMARKET**

Replacement Pump and Spare Parts Inquiries

**Centrifugal Pumps, Propeller Pumps & 2 & 3-Screw Pumps \***  
[CC-EMEA-GR@CIRCOR.COM](mailto:CC-EMEA-GR@CIRCOR.COM)

**PC-Pumps, Hose Pumps and Macerators**  
[CC-EMEA-GE@CIRCOR.COM](mailto:CC-EMEA-GE@CIRCOR.COM)

Contact the Aftermarket Quotation Team in case:

- You would like to request a replacement pump or spares
- General aftermarket consulting

Replacement Pump and Spare Parts Orders

**Centrifugal Pumps, Propeller Pumps & 2 & 3-Screw Pumps \***  
[ORDERS-MAM-ALLWEILER-GR@CIRCOR.COM](mailto:ORDERS-MAM-ALLWEILER-GR@CIRCOR.COM)

**PC-Pumps, Hose Pumps and Macerators**  
[CC-EMEA-GE@CIRCOR.COM](mailto:CC-EMEA-GE@CIRCOR.COM)

Contact the Aftermarket Orders Team in case:

- You would like to submit a purchase order for replacement pumps or spares
- You need to know the status of an order for replacement pumps or spares

Service Engineering

**Centrifugal Pumps, Propeller Pumps & 2 & 3-Screw Pumps \***  
[SERVICE-EMEA-GR@CIRCOR.COM](mailto:SERVICE-EMEA-GR@CIRCOR.COM)

**PC-Pumps, Hose Pumps and Macerators**  
[SERVICE-EMEA-GE@CIRCOR.COM](mailto:SERVICE-EMEA-GE@CIRCOR.COM)

Contact the Service Team in case:

- You need post sale technical support and pump repair/troubleshooting
- You need field service support

\* 2-screw pumps only for customers located in Germany, Austria and Switzerland.