

# Hyster Customer Service

Key Contact	Title	Telephone	E-mail
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Greg Grover	Manager Service Operations	252 931 7862	<a href="mailto:greg.grover@nmhg.com">greg.grover@nmhg.com</a>

## Locations:

Resident Service Engineers and Application Engineers are located at the Greenville and Berea Plants for quick access for truck investigation and problem resolution.

AE & RSE – Electric Trucks - 5200 Martin Luther King Jr Hwy, Greenville NC 27834

AE & RSE – IC Trucks & Big Trucks - 2200 Menelaus Pike, Berea KY 40403

Warranty – Americas Headquarters - 1400 Sullivan Dr., Greenville NC 27834

## Contacting Customer Service

On-line [Contact Management](#) under Customer Support is always your first and quickest resource for any Customer Service question. Please use Contact Management first before calling direct.

Hyster Contact Management 1 888 381 6766.

**Warranty & Quality Improvement** – Processes dealer warranty claims and collection of truck data for quality improvement.

Key Contact	Title	Telephone	E-mail
Wayne Seaman	Mgr Warranty & Quality Improvement	252 931 5334	<a href="mailto:wayne.seaman@nmhg.com">wayne.seaman@nmhg.com</a>
John Brewer	Supervisor Warranty Claims	252 931 5823	<a href="mailto:john.brewer@nmhg.com">john.brewer@nmhg.com</a>
Marcus House	Supervisor Warranty Lab	252 931 5800	<a href="mailto:marcus.house@nmhg.com">marcus.house@nmhg.com</a>

**Resident Service Engineers** - Your resource for technical questions when your technicians cannot find the answer in the Knowledge Base.

Key Contact	Title	Telephone	E-mail
Gregg Gilliam	Mgr Applications & Service Engineering – Electric - Greenville	252 561 7068	<a href="mailto:gregg.gilliam@nmhg.com">gregg.gilliam@nmhg.com</a>
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Harold Puzey	Manager RSE Big Trucks - Berea	859 228 1560	<a href="mailto:harold.puzey@nmhg.com">harold.puzey@nmhg.com</a>
Ken Yoakum	National Accounts AE Coordinator	252 931 5952	<a href="mailto:ken.yoakum@nmhg.com">ken.yoakum@nmhg.com</a>

**Field Service Engineering** - Provides additional technical support after your technician and Resident Service Engineering have exhausted all other problem resolutions

<b>Paul Berry, Manager</b> Field Service Engineering North & Central <a href="mailto:paul.berry@nmhg.com">paul.berry@nmhg.com</a> 252 931 7858	Terry Dobbyn - North Central Greg Everett – Mid East Bob Luka – Mid West Joseph Robinson – North East Dave Gazo – Rapid Response	248 219 3581 252 412 7658 859 200 3558 740 215 7871 252 412 1532	<a href="mailto:terry.dobbyn@nmhg.com">terry.dobbyn@nmhg.com</a> <a href="mailto:greg.everett@nmhg.com">greg.everett@nmhg.com</a> <a href="mailto:abbluka@nmhg.com">abbluka@nmhg.com</a> <a href="mailto:joseph.robinson@nmhg.com">joseph.robinson@nmhg.com</a> <a href="mailto:david.gazo@nmhg.com">david.gazo@nmhg.com</a>
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<b>Harold Puzey, Manager</b> Field Service Engineering Big Trucks <a href="mailto:harold.puzey@nmhg.com">harold.puzey@nmhg.com</a> 859 228 1560	Scott Palmer - 8-16 ton Trucks Dan Smalley - Jumbo	859 986 5767 217 431 5310	<a href="mailto:abspalme@nmhg.com">abspalme@nmhg.com</a> <a href="mailto:ahdsmall@nmhg.com">ahdsmall@nmhg.com</a>

## Hyster Customer Service

Dealership - Main Location	State	FSE
Alta Equipment Company - MI/IN	MI	Terry Dobbyn
American Machinery	HI	Mike Norris
Arnold Machinery Company of AZ	AZ	Mike Norris
Arnold Machinery Company of UT	UT	Mike Norris
Barloworld Handling - East Division NC & SC	NC	Thom Hamm
Barloworld Handling -FL, GA, West Divisions	AL, FL, GA, TN	Dave Faulkner
Bohl Equipment Company	OH	Terry Dobbyn
Bublitz Material Handling	MO	Gary Garrett
Deep South Equipment Co.	LA	Dave Faulkner
Equipco Division Phillips Corp.	PA	Greg Everett
Gammon Equipment Company, Inc.	MO	Gary Garrett
Great Lakes Power Lift	MI	Terry Dobbyn
Harvey & Company Limited	NL	Joseph Robinson
Hilo Materials Handling Group	NY	Joseph Robinson
Johnson Lift - Hyster (North)	CA	Mike Norris
Liftech Equipment Companies, Inc.	NY	Joseph Robinson
McCall Handling Company	MD	Greg Everett
MEE Material Handling Equipment	WI	Bob Luka
MH Equipment Company - Iowa, Illinois, Ohio	IA, IL, OH	Terry Dobbyn
MH Equipment Company - Kentuckiana	KY	Bob Luka
MH Equipment Company - St. Louis	MO	Bob Luka
Modern Handling Equipment Company	PA	Greg Everett
Modern Handling Equipment of NJ, Inc.	NJ	Greg Everett
Northland Industrial Truck Company, Inc.	MA	Joseph Robinson
Pape' Material Handling, Inc. - Central WA, Seattle & Spokane	WA	Stan Power
Pape' Material Handling, Inc. - Corp, Eugene & Portland	OR	Stan Power
Pape' Material Handling, Inc. - Fremont, Fresno & Sacramento	CA	Stan Power
Sellers Equipment, Inc.	KS	Gary Garrett
Stewart & Stevenson Material Handling Central & Gulf Coast	TX & NM	Gary Garrett
VBS, Inc. Material Handling Equipment	VA	Thom Hamm
Wajax Industries - Central Division	ON	Terry Dobbyn
Wajax Industries - East Division	QC	Joseph Robinson
Wajax Industries - West Division	BC	Stan Power

## Hyster Sales Assistance/Application Engineering Contact List

Class	Hyster Model #	Hyster Serie	Plant	Application Engineer	Phone	E-mail
<b>Mgr Application &amp; Service Engineering -</b>			<b>Gregg Gilliam</b>		<b>252 561 7068</b>	<a href="mailto:gregg.gilliam@nmhq.com">gregg.gilliam@nmhq.com</a>
<b>Electirc Products - Greenville</b>			<b>Dept Fax</b>		<b>252 931 5233</b>	
I	E25-30-35Z-40ZS	F114	G	Dave Pate	252 931 5935	<a href="mailto:david.pate@nmhq.com">david.pate@nmhq.com</a>
I	E30-35-40HSD <sub>2</sub>	B219	G	Mike Warren	252 931 5938	<a href="mailto:mike.warren@nmhq.com">mike.warren@nmhq.com</a>
I	E30-40XN	A269	G	Dave Pate	252 931 5935	<a href="mailto:david.pate@nmhq.com">david.pate@nmhq.com</a>
I	E45-50-55-60-70XN	A268	G	Dave Pate	252 931 5935	<a href="mailto:david.pate@nmhq.com">david.pate@nmhq.com</a>
I	E70-80-100Z-100ZS-120Z	E098	G	Jennifer Perry	252 931 5945	<a href="mailto:jennifer.perry@nmhq.com">jennifer.perry@nmhq.com</a>
I	J30-35-40XN	A935	G	Jennifer Perry	252 931 5945	<a href="mailto:jennifer.perry@nmhq.com">jennifer.perry@nmhq.com</a>
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I	J45-50-60-70XN	A276	G	Dave Pate	252 931 5935	<a href="mailto:david.pate@nmhq.com">david.pate@nmhq.com</a>
II	N35-40ZR/N30ZDR	D470	G	Mike Warren	252 931 5938	<a href="mailto:mike.warren@nmhq.com">mike.warren@nmhq.com</a>
II	N35-40ZRS/N30ZDRS	A265	G	Mike Warren	252 931 5938	<a href="mailto:mike.warren@nmhq.com">mike.warren@nmhq.com</a>
II	N45ZR/N35ZDR	C264	G	Mike Warren	252 931 5938	<a href="mailto:mike.warren@nmhq.com">mike.warren@nmhq.com</a>
II	R30XM <sub>2</sub> /R30XMA <sub>2</sub> /R30XMF <sub>2</sub>	G118	G	Ansell MacMillian	252 931 5937	<a href="mailto:ansell.macmillian@nmhq.com">ansell.macmillian@nmhq.com</a>
II	R30XMS <sub>2</sub>	D174	G	Ansell MacMillian	252 931 5937	<a href="mailto:ansell.macmillian@nmhq.com">ansell.macmillian@nmhq.com</a>
II	V30ZMU	B463	G	Ansell MacMillian	252 931 5937	<a href="mailto:ansell.macmillian@nmhq.com">ansell.macmillian@nmhq.com</a>
II	V35ZMU	B464	G	Ansell MacMillian	252 931 5937	<a href="mailto:ansell.macmillian@nmhq.com">ansell.macmillian@nmhq.com</a>
III	B60ZAC	B230	G	Dave Pate	252 931 5935	<a href="mailto:david.pate@nmhq.com">david.pate@nmhq.com</a>
III	B80ZAC	B233	G	Dave Pate	252 931 5935	<a href="mailto:david.pate@nmhq.com">david.pate@nmhq.com</a>
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III	T7ZAC	B477	G	Mike Warren	252 931 5938	<a href="mailto:mike.warren@nmhq.com">mike.warren@nmhq.com</a>
III	W20-30ZR	B455	G	Ansell MacMillian	252 931 5937	<a href="mailto:ansell.macmillian@nmhq.com">ansell.macmillian@nmhq.com</a>
III	W25-30-40ZC	B454	G	Ansell MacMillian	252 931 5937	<a href="mailto:ansell.macmillian@nmhq.com">ansell.macmillian@nmhq.com</a>
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III	W30-40ZA	B453	G	Ansell MacMillian	252 931 5937	<a href="mailto:ansell.macmillian@nmhq.com">ansell.macmillian@nmhq.com</a>
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V	H1050-H1150HD-CH	F117	G	Donald Hardee	252 931 5411	<a href="mailto:donald.hardee@hyster.com">donald.hardee@hyster.com</a>
V	H400-450HDS,H400-450HD	B236	G	Donald Hardee	252 931 5411	<a href="mailto:donald.hardee@hyster.com">donald.hardee@hyster.com</a>
V	H550-700HD	G008	G	Donald Hardee	252 931 5411	<a href="mailto:donald.hardee@hyster.com">donald.hardee@hyster.com</a>
V	HR45-41S,41L, 41LS	B222	G	Donald Hardee	252 931 5411	<a href="mailto:donald.hardee@hyster.com">donald.hardee@hyster.com</a>
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<b>IC Products - Berea</b>			<b>Dept Fax</b>		<b>859 986 5708</b>	
IV	S80FT-80FTBCS-100FT-100FTBCS-	G004	B	Rod Arney	859 986 5731	<a href="mailto:rod.arney@nmhq.com">rod.arney@nmhq.com</a>
V	H80-120FT	P005	B	Rod Arney	859 986 5731	<a href="mailto:rod.arney@nmhq.com">rod.arney@nmhq.com</a>
V	H360HD <sub>2</sub> -EC <sub>4</sub>	H019	B	Donald Hardee	252 931 5411	<a href="mailto:donald.hardee@hyster.com">donald.hardee@hyster.com</a>
IV	S50CT	A267	B	Jim Sheets	859 986 5192	<a href="mailto:jim.sheets@nmhq.com">jim.sheets@nmhq.com</a>
IV	S40-70FT	F187	B	Jim Sheets	859 986 5192	<a href="mailto:jim.sheets@nmhq.com">jim.sheets@nmhq.com</a>
V	H50CT	A274	B	Jim Sheets	859 986 5192	<a href="mailto:jim.sheets@nmhq.com">jim.sheets@nmhq.com</a>
V	H40-70FT	L177	B	Jim Sheets	859 986 5192	<a href="mailto:jim.sheets@nmhq.com">jim.sheets@nmhq.com</a>
IV	S30-40FT/S	E010	B	Will Willmes	859 986 5193	<a href="mailto:will.willmes@nmhq.com">will.willmes@nmhq.com</a>
V	H30-40FTS	F001	B	Will Willmes	859 986 5193	<a href="mailto:will.willmes@nmhq.com">will.willmes@nmhq.com</a>
V	H190-280HDB <sub>2</sub>	J007	B	Will Willmes	859 986 5193	<a href="mailto:will.willmes@nmhq.com">will.willmes@nmhq.com</a>
V	H300-360HD <sub>2</sub>	H019	B	Will Willmes	859 986 5193	<a href="mailto:will.willmes@nmhq.com">will.willmes@nmhq.com</a>
V	GP190-280DC	E876	B	Will Willmes	859 986 5193	<a href="mailto:will.willmes@nmhq.com">will.willmes@nmhq.com</a>
V	GP300-360EC	E877	B	Will Willmes	859 986 5193	<a href="mailto:will.willmes@nmhq.com">will.willmes@nmhq.com</a>
IV	S135-155FT	E024	B	Mike Wylie	859 986 5182	<a href="mailto:mike.wylie@nmhq.com">mike.wylie@nmhq.com</a>
V	H170-190FT	A299	B	Mike Wylie	859 986 5182	<a href="mailto:mike.wylie@nmhq.com">mike.wylie@nmhq.com</a>
V	H135-155FT	J006	B	Mike Wylie	859 986 5182	<a href="mailto:mike.wylie@nmhq.com">mike.wylie@nmhq.com</a>
	Class I, IV & Class V up to 15,000lbs	Mast, Cylinders, Forks				
	Class II	Mast, Cylinders, Forks				
	Class III	Mast, Cylinders, Forks				
	Class V 16,500lb - 36,000Lb	Mast, Cylinders, Forks				
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