Southeast Region Support Team

TCF
TWIN CITY FAN

Regional Sales Manager

Ben Prekker
Direct: 763.278.3970
bprekker@tcf.com

Account Manager

Jason Leon
Direct: 763.278.3940
jleon@tcf.com

Business Development Exec.

Kevin Lundorff
Direct: 763.551.7647
klundorff@tcf.com

Pre-Order Support

- For ALL questions prior to Order Submittal
- Use the Rep Quote Request form (link in the Member Area or below)
- For quick questions, contact your Account Manager directly

https://www.tcf.com/forms/rep-quote-request

Change Request

- For ALL Change Requests on submitted order
- Use the Change Request form (link in the Member Area or below)

https://www.tcf.com/forms/change-request

Post-Order Support

- For ALL questions post Order Submittal
- Use the Customer Service Help form (link in the Member Area or below)
  - Address or Freight Change
  - Drawing Status
  - Finance/Credit Question
  - Freight Damage
  - Missing/Wrong Part
  - Past Order Information
  - Order Status/Tracking
  - Technical Product Support
  - Warranty
  - Documentation Request

https://www.tcf.com/forms/customer-service-rep/

Aftermarket Order Support

- For ALL spare or replacement parts
- Use the Request Quote for Parts form (link in the Member Area or below)

https://www.tcf.com/aftermarket-parts

Helpful Hints

- ALL Quote Requests will receive a QR Response Email
- ALL Parts Requests will receive an AFM Response Email
- ALL Customer Service Requests will receive a CS or FS Response Email
- ALL Change Requests will receive a CR Response Email