



Swiss Water Experience

October 15, 2015

Dear KWC Sales Representatives:

As of October 5th, KWC America has officially integrated with Franke Kitchen Systems North America. All orders should now be directed to Franke Kitchen Systems. For those of you who have accounts with both KWC and Franke, you will now have the benefit of being able to order items from both brands under a single Purchase Order on which your existing FFA terms will be honored.

To make the transition easier for everyone, we have retained the same contact info. Please see below for an overview:

Customer Service:

Local Tel: 615 462-3274
Toll Free: 888 592-3287 (no change)
Fax: 888 329-5921 (no change)
Email: orders@kwcamerica.com (no change)

Accounting:

Toll Free: 888 800-0623 opt. 1
Fax: 877 700-0623
Email: FS-AR.US@franke.com

Remittance Address:

Franke KS/KWC
3215 Paysphere Circle
Chicago, IL 60674-0032

Mailing Address:

Franke KS/KWC
800 Aviation Parkway
Smyrna, TN 37167

Ship To Address:

Franke Consumer Products
600 Franke Drive
Ruston, LA 71270-7440

If you have any questions or comments, please contact your Regional Sales Manager as follows:

Northeast & Central U.S.

Jeff Caltagirone
jeffrey.caltagirone@franke.com
610 781-1468 (cell)

Southeast U.S.

Jeff Dyer
jeffrey.dyer@franke.com
615 686-7733 (cell)

Western U.S.

Massoud Salessi
massoud.salessi@franke.com
503 312-3878 (cell)

As a reminder, due to the HANSA withdrawal from the US Market in 2014, we have very limited ability to service Hansa units. Once our spare parts inventory is depleted, we no longer have access to replenish our stock and will be unable to continue to provide service support. Any questions regarding HANSA product should be directed to HANSA:

HANSA Customer Service Center

Phone: +49 711 1614 888
Email: customer-service@hansa.de

We appreciate your continued business!

Best Regards,