

# IMPERIAL MANUFACTURING CONTACTS



## CORPORATE PHONE

**800-444-9977 (receptionist)**

**518-786-1212 (auto attendant)**

## CORP FAX NUMBERS

	FAX
IMPERIAL - CUST SVC	518-786-0954
VINYL WORKS - CUST SVC	518-786-1476

## IMPERIAL CORP CUST SVC

IMPERIAL CORP CUST SVC	E-MAIL	EXT
DAN VENNARD - Director	<a href="mailto:dvennard@imperialpools.com">dvennard@imperialpools.com</a>	1285
BETTY BEAULAC - Pools	<a href="mailto:bbeaulac@imperialpools.com">bbeaulac@imperialpools.com</a>	1286
TOM KEATING - Pools	<a href="mailto:tkeating@imperialpools.com">tkeating@imperialpools.com</a>	1313
MICHELE GRANT - Vinyl	<a href="mailto:mgrant@thevinylworks.com">mgrant@thevinylworks.com</a>	1311
SHAWN LOCKROW - Vinyl	<a href="mailto:slockrow@imperialpools.com">slockrow@imperialpools.com</a>	1315
RING GROUP - Next Available Person		1300

## CAD - POOL DESIGN

CAD - POOL DESIGN	E-MAIL	EXT
NATE VONK	<a href="mailto:nvonk@imperialpools.com">nvonk@imperialpools.com</a>	1504
DAN DUFFY	<a href="mailto:dduffy@imperialpools.com">dduffy@imperialpools.com</a>	1289
BRENDA PARKER	<a href="mailto:bparker@imperialpools.com">bparker@imperialpools.com</a>	1505
RING GROUP - Next Available Person		1400

## CAD - VINYL LINER DESIGN

CAD - VINYL LINER DESIGN	E-MAIL	EXT
RUDY PANICCIA	<a href="mailto:rpaniccia@thevinylworks.com">rpaniccia@thevinylworks.com</a>	1732

## MEMPHIS MANUFACTURING HUB

MEMPHIS MANUFACTURING HUB	PHONE
Toll Free	800-564-1078
Main Phone	901-388-4585
Fax	901-388-8344

## MEMPHIS STAFF

MEMPHIS STAFF	E-MAIL	EXT
EDDIE KUESPERT - Branch Manager	<a href="mailto:ekuespert@imperialpools.com">ekuespert@imperialpools.com</a>	8001
CHAD HUEY - Regional Sales Director	<a href="mailto:chuey@imperialpools.com">chuey@imperialpools.com</a>	8014
CHRIS WILLIAMS - Customer Service	<a href="mailto:cwilliams@imperialpools.com">cwilliams@imperialpools.com</a>	8019
RING GROUP - Next Available Person		8888

## IMPERIAL MANUFACTURING SALES

IMPERIAL MANUFACTURING SALES	E-MAIL	EXT
REGIS MILES - VP Sales	<a href="mailto:rmiles@imperialpools.com">rmiles@imperialpools.com</a>	1601
KIERAN BROWN - Nat'l Sales Mgr	<a href="mailto:kbrown@imperialpools.com">kbrown@imperialpools.com</a>	1210
DOMINIC MEDICI - RSD (GA,AL,C.TN,S.MS,LA)	<a href="mailto:dmedici@imperialpools.com">dmedici@imperialpools.com</a>	205-441-9939
CHAD HUEY - RSD (AR, W.TN,N.MS, OK)	<a href="mailto:chuey@imperialpools.com">chuey@imperialpools.com</a>	901-288-9725
BOB MOSKOS - RSD (WVA,VA,NC,SC,E.TN)	<a href="mailto:bmuskos@imperialpools.com">bmuskos@imperialpools.com</a>	828-305-8005
ERIC VOELKSEN - RSD (NJ, E.PA,DE,MD)	<a href="mailto:evoelksen@imperialpools.com">evoelksen@imperialpools.com</a>	973-309-6969
GRANT TRIBBETT - RSD (IN, IL, WI, IA, MO, MN)	<a href="mailto:gtribbett@imperialpools.com">gtribbett@imperialpools.com</a>	317-796-5762
FERNAND VADNAIS - RSD (QC,ON)	<a href="mailto:fvadnais@imperialpools.com">fvadnais@imperialpools.com</a>	514-928-5929



3.24.20

## Corporate Services Remote Contact List

To reach any of the people listed below:

**Dial: (518)786-1212**

- Listen to the entire recorded message
- You will then be asked to: Please key your party's extension
- Enter any of the extension #'s below and you will be connected
- Temporary Fax (518) 389-7212

Due to high call volumes, you may go to voicemail. We will make every effort to return your call promptly. Thank you for your patience and understanding.

### Corporate Services \_\_\_\_\_

**Dan Vennard** - Ext 1285, Director of Corporate Development and Services  
Cell Phone (518)378-5852 • [dvennard@imperialpools.com](mailto:dvennard@imperialpools.com)

**Betty Beaulac** - Ext. 1286 • [bbeaulac@imperialpools.com](mailto:bbeaulac@imperialpools.com)

**Tom Keating** - Ext. 1313 • [tkeating@imperialpools.com](mailto:tkeating@imperialpools.com)

### CAD –Pool Drawing Requests Steel and Matrix \_\_\_\_\_

**Nate Vonk** - Ext. 1504, Lead Designer • [nvonk@imperialpools.com](mailto:nvonk@imperialpools.com)

**Dan Duffy** - Ext. 1289 • [dduffy@imperialpools.com](mailto:dduffy@imperialpools.com)

**Brenda Parker** - Ext. 1505 • [bparker@imperialpools.com](mailto:bparker@imperialpools.com)

### Vinyl Works – Customer Service \_\_\_\_\_

**Michele Grant** - Ext. 1311 • [mgrant@thevinylworks.com](mailto:mgrant@thevinylworks.com)

**Shawn Lockrow** - Ext. 1315 • [slockrow@imperialpools.com](mailto:slockrow@imperialpools.com)



Corporate and Manufacturing Headquarters

33 Wade Road, Latham NY 12110

Toll Free: 800-444-9977 • Phone: 518-786-1200 • Fax: 518-782-0632

Dear Saratoga Spa Family,

As mandated by New York State Government, all non-essential New York State businesses are required to reduce their workforce by 100% to reduce the spread of COVID19. Under penalty of law, Saratoga Spa Company temporarily suspended production operations as of 5pm on Friday March 20, 2020.

## WE ARE STILL OPEN TO ASSIST YOU

For Technical Service, Parts/component orders and Warranty Control issues, the following Saratoga Spa staff are working remotely to honor the social distancing requirements. We are accepting parts orders through the week and will be shipping all of the orders once weekly on Thursdays. We will be processing Warranty RMA's however we cannot accept any returns until we resume plant operations.

**Dial: (518)786-1200**

- Listen to the entire recorded message
- You will then be asked to: Please key your party's extension
- Enter any of the extension #'s below and you will be connected

### TECHNICAL SERVICE & WARRANTY CONTROL

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**Steve Romanowski – Ext. 1713 • [sromanowski@saratogaspas.com](mailto:sromanowski@saratogaspas.com)**

Technical Service Manager, COVID Safety & Security Administrator, Saratoga Technical Services, A Frame Technical Services

**Heidi Klaus – Ext. 1718 • [hklaus@saratogaspas.com](mailto:hklaus@saratogaspas.com)**

Technical Service Representative & Warranty Control,

Technical Service Assistance, Parts Orders, Warranty Administrator, A Frame Service Coordinator

### CUSTOMER SERVICE

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**Kristine Keegan – Ext. 1620 • [kkeegan@saratogaspas.com](mailto:kkeegan@saratogaspas.com)**

General Manager, COVID Saratoga Policy Administrator, Customer Services, General Inquiries, Questions & Concerns

### SALES & MARKETING

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**Jay Ahl – Ext. 1274 • [rahl@saratogaspas.com](mailto:rahl@saratogaspas.com)**

Director of Sales & Marketing, Dealer Programs, Retail Strategy and Training, Dealer Relations, Marketing Materials

**Thank you for you continued support**