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Our Service Pledge

Rapid response is the name of the game when it comes to service. Our customers are operating highly technical equipment to test valuable products for the industry. Unscheduled down-time can be costly. In order to better serve our customers, Tannas Co. and King Refrigeration have now entirely revamped their service procedures.

For the most efficient response to your service needs, simply go to

www.TannasCo.com and click the **Customer Service Tab**. This page

contains a simple Service Request form that takes only moments to complete and will help us provide the answers you need. Identifying the instrument and writing a description of the issue will help our engineers gather needed information in advance of contacting you. Once you have filled in the form, enter the image verification code and click "Send Email." Your request for service is immediately sent to our service department, and you will receive an email confirmation so you know your message was received.

Email regarding Tannas service issues should be directed to Service@TannasCo.com, or Service@KingRefrigeration.com for King instrument customers. Please identify the instrument type, serial number, and include an explanation of the service issue and all your contact information in your email. (Continued)

Welcome to the third installment of our "Technical Update"...and first in the e-mail newsletter format. We will be sending these out periodically as needed to help keep you informed of the various news and advancements of the Tannas and King instruments you own and operate. You can view past Updates by visiting the [Library page](#) of our website.

Company Changes Enhance Service Commitment

In our continuing effort to serve our customer needs with both production and service related matters, sister companies Tannas Co. and King Refrigeration streamlined operations by coming together under one roof. King Refrigeration recently moved to the Tannas location at 4800 James Savage Road in Midland, MI. Day-to-day operations are now more efficient using the same network of personnel. Key operational staff changes at Tannas and King Refrigeration enhance our commitment to quality customer service.

Greg Müller (that is both double "i" and double "l" in his name) has recently been promoted to the General Manager of both Tannas Co. and King Refrigeration. Greg was formerly the Technical Director for Tannas. With over 19 years experience with our instruments, Greg is thoroughly familiar with addressing and resolving questions and problems encountered by operators. He has served in various technical and management capacities including teaching the proper use of Tannas instruments to both distributors and customers worldwide.

Marc Hildebrandt has been promoted to Production & Service Manager of both Tannas Co. and King Refrigeration. In this capacity, Marc will be the point man for our customer service team. All initial requests for service either by phone, email or through our website will come to Marc's attention first. Marc was formerly the Research Director for King Refrigeration. Marc is knowledgeable in design and development of electrical and mechanical equipment, with special emphasis on refrigeration techniques.

Greg Donakowski joined our team of engineers in October of 2007 and was recently raised to Senior Engineer in the production and service staff. Greg has an extensive background in instrumentation and refrigeration from companies such as Dow Chemical, Honeywell and Siemens.

Steve Sullivan came on board as a Tannas engineer in October of 2008. Steve will work with Greg Donakowski to provide technical support for customers. Steve is a mechanical engineer with computer and software expertise coupled with a strong background in problem-solving.

Ted Selby oversees both Tannas Co. and King Refrigeration as President and Research Director. Ted has been a key figure in the lubrication industry for over 50 years. His background in chemistry,

Phone calls regarding service issues will be directed to Marc Hildebrandt, Production and Service Manager, at 989-496-2309. All first-time trouble shooting calls will come to Marc who may then assign an engineer to handle the service issue. If Marc is not available, a staff member will ask the caller the same questions asked in the online Service Request form. This information will help the engineers to be prepared with the answers before returning a call or emailing instructions.

Our engineers are often busy working with customers both here and abroad, but we pledge that a service representative will respond to requests for service assistance within one business day from the first point of contact. Our goal is to contact the customer within 24 hours during normal hours of operation, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Standard Time.

The *Technical Update* is written for the benefit of the operators of Tannas Co. and King Refrigeration instruments – a continuing effort to provide our customers with precision and excellence in instrument operation and performance. If you have any suggestions, ideas or questions that can make future issues more informative, please [email Gordon Cox](mailto:gcox@savantgroup.com) or call:

Tel: 989-496-2309
Fax: 989-496-3438

You may also contact one of our [Authorized Representatives](#) in your area to learn more about our products.

physics, thermal processes and oxidation dynamics, structural engineering, and other engineering relationships is a strong resource for our service experts.

This combined depth of service will provide our distributors and customers with an avenue to handle difficult issues in an expedient manner.

Gordon Cox, our Marketing Manager, is always available by email and telephone (989-633-9467) for all your sales and marketing inquiries.

Visit the New Tannas Website



New Customer Service page at www.TannasCo.com is designed to help provide the quickest response to service issues.

Click on image to view our Customer Service page.

Special Feature

Tannas Quantum™ Oxidation Tester

Non-liquid system — instrument of choice for ASTM D2272, RPVOT testing. Click the image to learn more...

[See the full line of Tannas Instruments.](#)



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