



# POWER TOOLS CUSTOMER EXPERIENCE CONTACTS

In order to ensure a timely response, please direct inquires to the below;

**Customer Service Phone number: 1-800-483-4981**

***Tool Products is Option 1***

***Air Products is Option 2***

***Fluid Products is Option 3 (Fluid can also be called directly at 1-800-495-0276)***

## **E-Mail Addresses for Tool Product Inquiries**

**Provide assistance for any pricing/availability/order status/etc for Tool Products only;**

Vehicle Services: [IRVSupport@irco.com](mailto:IRVSupport@irco.com)

NIS: [IRNISupport@irco.com](mailto:IRNISupport@irco.com)

Specialty: [IRSpecialtySupport@irco.com](mailto:IRSpecialtySupport@irco.com)

Retail: [IRRetailSupport@irco.com](mailto:IRRetailSupport@irco.com)

OEM/ESS: [IRESSupport@irco.com](mailto:IRESSupport@irco.com)

**Air Product** General Inquiries: [ITSA-RetailInsideSales@irco.com](mailto:ITSA-RetailInsideSales@irco.com)

**Fluid Product** General Inquiries: [AROCustomerService@irco.com](mailto:AROCustomerService@irco.com)

## **Order Entry:**

Tool Product: [IRToolOrders@irco.com](mailto:IRToolOrders@irco.com)

Air Product: [ITSA-RetailInsideSales@irco.com](mailto:ITSA-RetailInsideSales@irco.com)

Fluid Product: [aroorders@irco.com](mailto:aroorders@irco.com)

## **Claims**

Non-Warranty **Tool** Product: [IRToolClaims@irco.com](mailto:IRToolClaims@irco.com)

Warranty Tool Product: [IRToolHelp@irco.com](mailto:IRToolHelp@irco.com)

Non-Warranty **Air** Product: [CTS-NonWarrantyclaim@irco.com](mailto:CTS-NonWarrantyclaim@irco.com)

Warranty Air Product: [airps@irco.com](mailto:airps@irco.com)

Fluid Product: [aroclaims@irco.com](mailto:aroclaims@irco.com)

## **Tech Support**

Tool Product: [IRToolHelp@irco.com](mailto:IRToolHelp@irco.com)

Air Product: [airps@irco.com](mailto:airps@irco.com)

Fluid Product: [AROTechSupport@irco.com](mailto:AROTechSupport@irco.com)