

Customer Care Center



Our Customer Support Department comprises a team of seasoned professionals, some boasting decades of experience in compressor support. Within our ranks, we have specialists dedicated to portable diesel compressors and others well-versed in stationary industrial electric compressors, offering comprehensive assistance in parts and technical support. Despite the diversity in our areas of expertise, we function seamlessly as a unified team, committed to providing unparalleled support to our distributors and end-users.

Our team ensures a robust support structure, operating from Monday through Friday, 8:00 am to 5:00 pm. Furthermore, we extend our commitment with a 24/7 technical support hotline. Our services are widely recognized as industry-leading, making a crucial difference in maintaining operational continuity while competitors may face challenges.

In 2024, we are enthusiastic about introducing new initiatives to better meet our customers' evolving needs. An integral part of this commitment is our scheduled week-long technical training sessions, held both in spring and fall. These training courses, covering diesel portable and industrial electrical compressors, are open to all our distributors. By facilitating direct interaction with our team of experts, these courses empower customers to learn from those who design and support our equipment. Additionally, they provide a platform for distributors to share experiences and offer valuable feedback on their preferences regarding Sullivan Palatek products. We look forward to continually enhancing our support services and fostering a collaborative environment within our community.

Contact Information

**Industrial Parts Request,
Inquires, and Orders**

Parts-ind@palatek.com

**Portable Parts Request,
Inquires, and Orders**

Parts-port@palatek.com

**Warranty Registrations
Warranty Requests
Warranty Questions**

Productsupport@palatek.com

After Hours Emergency Numbers:

Industrial Electric Compressor: (219) 878-3444

Portable Diesel Compressor: (219) 670-0613

Josh Thibideau Product Support Manager