



Sales & Support Telephone Directory 2009

www.grasslandcorp.com

LATHAM - HEADQUARTERS
892-898 Troy Schenectady Rd.
Latham, NY 12110-1698

Phone: 518-785-5841
Toll Free: 1-800-564-5587
Office Fax: 518-785-5740
24 Hour Order Line
Fax 1-800-950-4342

Hours:
Mon.-Fri. 8:00 am - 5:00 pm
Saturdays 8:00 am - 4:30 pm
(In Season)

Notes:
Central Parts Depot
Commercial Service Shop
Showroom
Irrigation Products & Service
All Administrative Functions

BLASDELL - Branch
270 Lake Avenue
Blasdell, NY 14219-0260

Phone: 716-822-2020
Toll Free: 1-800-564-5236
Office Fax: 716-822-8836
24 Hour Order Line
Fax 1-800-858-2000

Hours:
Mon.-Fri. 8:00 am - 5:00 pm

Notes:
Branch Manager -
Steve Piper, Ext. 208
Stocks Fast Moving Parts
Irrigation Products,
Showroom
Commercial Service Shop
Consumer Warehouse

LIVERPOOL - Branch
315 Commerce Boulevard
Liverpool, NY 13088

Phone: 315-457-0181
Toll Free: 1-800-564-5297
Fax: 315-457-0312

Hours:
Mon.-Fri. 8:00 am - 5:00 pm

Notes:
Branch Manager -
Roger Lind, Ext. 25
Stocks Fast Moving Parts &
Irrigation Products, Showroom,
Commercial Service Shop

How to contact us:

- Staff may be contacted by calling the phone number of their home location and the corresponding extension number. Voice Mail is available at all locations.
- Staff with a mobile phone may be contacted directly. If the person is unavailable for any reason, you may leave a voice message. The person you are trying to reach will be notified of the message as soon as their phone becomes available again. Most of our staff are using this system now instead of pagers.



Service

To arrange for service of your equipment call the servicing location nearest to you.

Latham 518-785-5841 * Blasdell 716-822-2020 * Liverpool 315-457-0181

If you need technical assistance related to service, please call:

Person - Position	E-Mail	Phone	Ext.	Cell #
Jack Wands – Service Manager	jwands@grasslandcorp.com	518-785-5841	127	518-857-9878
Service Writer – Latham		518-785-5841	129	n/a
Bob Goldbach – Service Operations Manager	rgoldbach@grasslandcorp.com	315-457-0181	23	716-570-7344

Free Service Manuals Available On-Line

Customers have told us that they expect a *free* Service Manual with their new product purchases. To help satisfy this need, we are pleased to announce that Service Manuals for many Commercial Products are now available for viewing or downloading on the Customer Care pages of the Toro public Internet site. Go to **www.toro.com** and select either Golf Course Management or Grounds Management. From the Golf or Grounds page, select **Customer Care**, and Educational and Technical Reference.

Commercial Sales

Person - Position	E-Mail	Phone	Ext.	Cell #
Roger Lind – Sales Mgr.	lindrediron@aol.com	315-457-0181	25	315-374-8441
Gary Hughes – Sales Rep.	ghughes@grasslandcorp.com	716-822-2020	207	716-570-2267
Keith Pierce – Sales Rep.	kpierce@grasslandcorp.com	315-457-0181	22	607-481-0809
John Wall – Sales Rep.	jwall@grasslandcorp.com	315-457-0181	30	315-374-8444
Chris Makowski – Sales Rep.	cmakowski@grasslandcorp.com	315-457-0181	32	585-509-3760
John Halloran – Sales Rep.	jhalloran@grasslandcorp.com	518-785-5841	191	518-857-9870
Bruce Haworth – Sales Rep.	bhaworth@grasslandcorp.com	518-785-5841	192	518-857-9871
Jack Orvis – Sales Rep.	jorvis@grasslandcorp.com	518-785-5841	193	802-236-0611
Joe Gazeley – Latham Store Manager	jgazeley@grasslandcorp.com	518-785-5841	125	518-857-9881
Ken Henderson - Order Processing	kenh@grasslandcorp.com	518-785-5841	115	n/a
Howard Bauer – Sales Coord. - Blasdell	hbauer@grasslandcorp.com	716-822-2020	211	n/a



Irrigation Sales

Person - Position	E-Mail	Phone	Ext.	Cell #
Kirk Pogge - Division Mgr.	khpogge@grasslandcorp.com	518-785-5841	111	518-857-9877
Jason Swanson - Project Manager & Irrigation Designer	designgr@grasslandcorp.com	518-785-5841	136	518-857-9882
Alan Siegel - Sales Rep. (Golf)	asiegel@grasslandcorp.com	315-457-0181	26	315-374-8443
John Eustace – Sales Rep. (Commercial & Residential)	john@grasslandcorp.com	315-457-0181		315-374-8445
Howard Bauer - Order Processing - Blasdell	hbauer@grasslandcorp.com	716-822-2020	211	n/a
Steven Claypool - Order Processing - Latham		518-785-5841	131	n/a
Dave Knox – Service - Liverpool	dknox@grasslandcorp.com	315-457-0181		518-857-9883

Consumer Division

Person - Position	E-Mail	Phone	Ext.	Cell #
Steve Piper - Sales Manager	sjpipe@grasslandcorp.com	716-822-2020	208	716-570-4983
Don Hoffman - Eastern Sales Rep.	dhoffman@grasslandcorp.com	518-785-5841	107	518-469-3864
Lee Ann Kipp - Customer Svc. - Blasdell	lkipp@grasslandcorp.com	716-822-2020	202	
Mike Parry – Order Processing	mparry@grasslandcorp.com	518-785-5841	106	



Parts

If you have questions concerning availability, need help in determining the proper part numbers, etc., call any of the following locations during business hours to speak to a Grassland Parts Representative.

Latham 1-800-564-5587, Blasdell 1-800-564-5236, Liverpool 1-800-564-5297

- or -

If you simply want to place a parts order and know your part numbers:

Call 1-800-950-4342 (Latham) or 1-800-858-2000 (Blasdell)

Orders may be placed 24 hours a day 7 days a week.

Parts Orders Requiring Special Handling

When you have a Toro Mower down unexpectedly, and you need parts right away, ask about **Direct Today 48 Hour Delivery**. Parts not immediately available at Grassland will be direct shipped from the factory to you within 48 hours. **No Minimum, No Maximum, No Extra Charge.**

Orders received by 2 pm, in stock at our location, will be shipped the same day.

Need parts really fast, ask about 24 Hour Delivery (available at an extra charge).

Person – Position	E-Mail	Phone	Ext.
Jim Bondi - Parts Manager	jbondi@grasslandcorp.com	518-785-5841 Cell 518-857-9880	120
Lee Ann Kipp - Blasdell	lkipp@grasslandcorp.com	716-822-2020	202
Marge Walrath - Liverpool	mwalrath@grasslandcorp.com	315-457-0181	21

Sitework Systems & Multione

Person - Position	E-Mail	Phone	Ext.	Cell #
Chris Pogge - Sales Manager - East	cpogge@grasslandcorp.com	518-785-5841	122	518-857-0197
Vlad Nikolic - Sales – Northwest	dinjojoe@grasslandcorp.com			585-202-0885
Keith Pierce – Sales - Southwest	kpierce@grasslandcorp.com	315-457-0181	22	607-481-0809
Bonnie Slocum – Order Processing	bslocum@grasslandcorp.com	518-785-5841	101	N/A

Access Toro’s electronic parts manual online by going to www.grasslandcorp.com and clicking on the Master Parts Viewer Logo
