Your Success Strategy

At Nordson, we make it easy to do business, offering the best before, during and after-sale service and support. We consistently strive for innovation in customer service. Nordson provides numerous resources and services to make your job easier – whether you are looking to buy spare parts, place an order, need reference materials, or just have a question about your Nordson equipment. Unlike other parts suppliers, Nordson is here for you – whenever and wherever you need us.

Unmatched Service and Support

Nordson provides 8 ways to reach customer service and support. We look forward to working with you – in whatever way suits you best!

When you choose Nordson, we’ll provide you with a new customer welcome packet and introduce you to your inside sales representative. Call your dedicated inside rep with any questions at 800-433-9319. They will find you the resources you need – in the building or in the field. They will also give support for large POs and blanket orders, can provide quotes and arrange training, lab tests, or other services for you.

E-Commerce and Auto-Quote

When you register online at www.eNordson.com, you will be able to place orders, check order status, print invoices, and check pricing and availability – all with just a user name and password. eNordson provides the ability to download your order summary information for planning inventory management or other purposes. Regardless of how the order was placed, you can check on it here.

Nordson’s Auto-Quote System makes it simple to obtain quotes on spare parts. It’s electronic, fast and easy – providing access to the quotes you need 24/7. Once you are enrolled, this system is as easy as 1-2-3:

1. Direct your request to the Auto-Quote e-mail box (you will be provided with the address upon enrollment.)

2. In the body of your e-mail, simply indicate the part number and quantity needed (separated by a comma or space.)

3. Click send – our automated system will reply to your request almost immediately, no matter what day of the week or time of day.

Online Manuals

You can quickly and easily find the most up-to-date product manuals at emanuals@nordson.com. With no log in required, you will gain access to every manual – even obsolete equipment – in multiple languages. In addition to product manuals, you will find part numbers, troubleshooting guides, operating instructions and parts posters for your Nordson equipment. If a hard copy is required, just call a Nordson representative at any time or go to www.enordson.com for immediate ordering.

Order Management

Our team is dedicated to finding faster, better and more efficient ways of serving our customers. We can take your order any way you would like to send it, whether it be by fax, e-mail, EDI (electronic data interchange,) phone or on the Internet at www.enordson.com. No matter which method you prefer, an experienced support staff is available to help you through the process.

Invoicing, Shipping & Special Instructions

At Nordson, we know it’s important to provide personal service – that’s why, when you register as a Nordson customer – we can set up your personal preferences for convenient invoicing by e-mail or fax. We can also set you up for automatic confirmations on your POs and notifications when your items ship. We can even ship using your FedEx or UPS account. It’s that simple.

E-Mail Us

A Nordson representative is always available to answer your questions or to guide you through the purchase process. Take advantage of Nordson’s “Ask a Rep” service by contacting ics.tech.support@nordson.com or icscsc@nordson.com.
Customer Lab Testing & Training

Labs are available with application equipment and technical support to help you with non-production volume testing, pilot runs or private training using your materials and parts. By using Nordson's lab, you don't need to worry about slowing or stopping production at your own facilities, saving you time and money. Our trained and experienced lab technicians provide:

- In-house training or training at your facility
- Application testing with state of the art equipment
- Workshops

For a quote or to schedule your lab time, contact your Nordson sales representative.

(POTS) Plain Old Telephone System

Our 800 number is available 24/7 and will quickly connect you with customer service, technical service and inside sales account representatives. If you need to get in touch with a representative in the field, we can contact them here.

For after-hours emergencies, you can still use our 800 number. We provide operator assistance all day, every day. We will put you in touch with the appropriate resource, no matter what your after-hours need.

Industrial Coating Systems Support

Customer Service
800-433-9319 phone
- Press #1 for order placement
- Press #2 for follow-up
440-985-4475 direct phone
888-229-4580 fax

Order Management
icscsc@nordson.com

Technical Support
800-433-9319 phone
- Press #4

Equipment/Application Questions
ics.tech.support@nordson.com

eNordson
- To obtain a quote, order parts, check status, track shipment and more
- Available 24 hours a day – 7 days a week
- To obtain a log in go to www.eNordson.com

Auto-Quote
- 24/7 e-mail-based quote service
- Contact customer service to register

Manuals
- Available at www.emanuals.nordson.com

Scan QR code for Nordson customer service on the web.
Global Presence and International Strength

Nordson provides engineering services and systems for major automotive manufacturers around the globe. With direct operations in 30 locations, we serve virtually every industrialized country in the world.

Our international operations are staffed by local people who understand their particular countries’ customs and business practices. Combined with thorough training in Nordson technologies and service, they provide problem solving expertise at the local and international level.

As the liquid industry continues to pull resources from around the globe, you can be assured that Nordson will be where you need us, when you need us, with the systems and service that help you improve manufacturing efficiency and product quality.