

The Philips Entertainment Lighting team in EMEA is led by Grant Bales-Smith who is available for additional support where necessary; we have a great team of experienced, motivated and enthusiastic people here to support you and your business. Your account is managed by your Key Account Manager and is supported across many different aspects of the business. This contact sheet provides a guide to our team and who to reach out to for support.

General Manager	Grant Bales-Smith	General Manager Philips Entertainment Lighting EMEA	grant.bales-smith@philips.com	M	+44 (0) 7919 691 702
Product information and support:					
Product specialist	Martin Palmer	Vari-Lite and Showline product specialist: technical specification, knowledge and training	martin.palmer@philips.com	M	+44 (0) 7748 622 583
Product specialist	Bill Richards	Strand and Selecon product specialist: technical specification, knowledge and training	bill.richards@philips.com	M	+44 (0) 7962 584 801

Projects and specification information and support:

The projects team is led by Philip Heselton, they should be your first port of call for projects assistance, from design and specifications to quotations.

General projects			peg-emea-projects@philips.com		
Projects Manager	Philip Heselton	Design, specification and quotations	philip.heselton@philips.com	M	+44 (0) 7825 024 481
Tender Manager	Iain Quinn	Design, specification and quotations	iain.quinn@philips.com	M	+44 (0) 7810 128 685

Technical support and servicing:

The technical services team is headed by Nick Britz, they should be your primary point of call for all technical support, warranty/RMA and service requirements.

General service	Freya Krabbenborg	RMA/Warranty requests	entertainment.support@philips.com		
Technical Services Manager	Nick Britz	Technical support, servicing and training	nico.britz@philips.com	M	+44 (0) 7748 584 935
Technical support	Sam Parsons	Software support and training	sam.parsons@philips.com	M	+44 (0) 7500 891 812

Sales team:

Key Account Manager	Bob Roos	Italy, Benelux, France, Spain, Portugal and South Africa	bob.roos@philips.com	M	+31 (0) 6 25 17 84 95
Key Account Manager	Rainer Weggen	Germany, Austria, Switzerland, Czech Republic and Greece	rainer.weggen@philips.com	T	+49 5254 930 45 54
				M	+49 175 165 4326
Regional Sales Manager	Alan Luxford	Eastern Europe and Russia	alan.luxford@philips.com	M	+44 (0) 7867 536 522
Regional Sales Manager	Charbel Zoghbi	Middle East, North Africa and Turkey	charbel.zoghbi@philips.com	T	+961 3 343 804
				M	+971 50 276 0286
Key Account Manager	Charlie Gustafsson	Denmark, Norway, Sweden and Iceland	charlie.gustafsson@philips.com	M	+46 (0) 70 832 21 76
Key Account Manager	Shaun Robertshaw	United Kingdom and Ireland	shaun.robertshaw@philips.com	M	+44 (0) 7918 161 179



Customer service team:

The customer services team is led by Leon Veneman, the team should be your first port of call for order placement, stock enquiries and availability.

General Service		Price, availability & lead time enquiries	entertainment.europe@philips.com		
Supervisor	Leon Veneman	Customer support	leon.veneman@philips.com	M	+31 (0) 6 214 59 206
Account Manager	Hanneke Mulderije	Scandinavia, Benelux, Mediterranean MENA	hanneke.mulderije@philips.com	T	+31 (0) 543 542 531
				M	+31 (0) 6 256 39 252
Account Manager	Robert Bjelobrk	United Kingdom, Eastern Europe and DACH	robert.bjelobrk@philips.com	M	+31 (0) 6 212 62 982
				T	+31 (0) 5 435 42 531
Logistics Team	Marjo Sander	Warehousing, logistics and shipping department	entertainment.warehouse@philips.com	T	+31 (0) 54 352 2514
				M	+31 (0) 6 159 629 22
Accounts / Finance	Adriana Duinkerken	Accounting payable and receivable enquiries	entertainment.credit@philips.com	M	+31 (0) 6 11 760 571

Marketing information and support:

Marketing Manager	Teresa Vallis	All marketing support requirements	teresa.vallis@philips.com	M	+44 (0) 7747 006 309
Channel Marketeer	Amber Etra	Event and marketing support requirements	amber.etra@philips.com	M	+44 (0) 7918 740 933



Additional – Global Technical Support Contacts

Available on Dallas time (GMT+6 from 0700)

Technical Service Manager	Patrick Hill		patrick.hill@philips.com	T	+1 (214) 647-7970
				M	+1 (469) 354 -5987
Dimming and Controls	Jeff Bright		jeff.bright@philips.com	T	+1 (214) 647-7970
				M	+1 (469) 354 -5987
Dimming and Controls	Matthew Peters		matthew.peters@philips.com	T	+1 (214) 647-7961
				M	+1 (214) 794-0922
Fixtures	Luis “Ernie” Jaramillo		luis.jaramillo@philips.com	T	+1 (214) 647-7936
				M	+1 (214) 403-0263
Fixtures	Victor Munoz		victor.munoz@philips.com	T	+1 (214) 647-7945
				M	+1 (214) 502-0693