

Training Guide: Hussmann Performance Parts E -Store

Right Parts. Right Place. Right Time.
Right Part(ner).



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parts e-store
By HUSSMANN[®]

Table of Contents

4 – Getting Started

8 – Searching by Serial Number

13 – Searching by Part Number or Keyword

18 – Searching by Category

24 – Where to Find Parts for non-Hussmann Cases?

27 – Checking Out

30 – Order Tracking & Shipping

34 – Contact Us



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About the E-Store

Link: <https://parts.Hussmann.com>

As part of the Hussmann family, we are committed to moving your business forward through proactive solutions that earn your trust and let you focus on the big picture for your business.

E-Store Fast Facts

- Over 500,000 parts
- 98% in-stock availability
- Now including OEM-quality parts to fit non-Hussmann cases!
- 200+ years of Parts experience on our team to help you find the part you need.

Hussmann Performance Parts redefines the customer experience to be proactive – not reactive –always moving business forward at the speed of retail. Earning your trust goes beyond one simple thing. **It is what we do every single day in everything that we do!**

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Signing into the Hussmann Parts E-store

Signing In

Link: <https://parts.Hussmann.com>

- Works great on your cell phone.
- **Sign on is required:**
 - For getting a quote
 - For placing an order
 - For product availability and pricing
- ***When you want to identify parts only, no need to create an account or sign on.***

***Recommended browser:** Mozilla Firefox, Google Chrome, or Microsoft Edge.

Signing In

Link: <https://parts.Husmann.com>

To Sign In click the 'Sign In' option in the top right corner.

If you don't have an account, be sure to create one to quote or order.

Note: Our admin will need to approve your request. (*Will be reviewed within 1 business day.)

Trouble accessing your account? Use the Forgot Password Option, or contact us at 855.487.7778 or hussmann_am_customerservice@hussmann.com



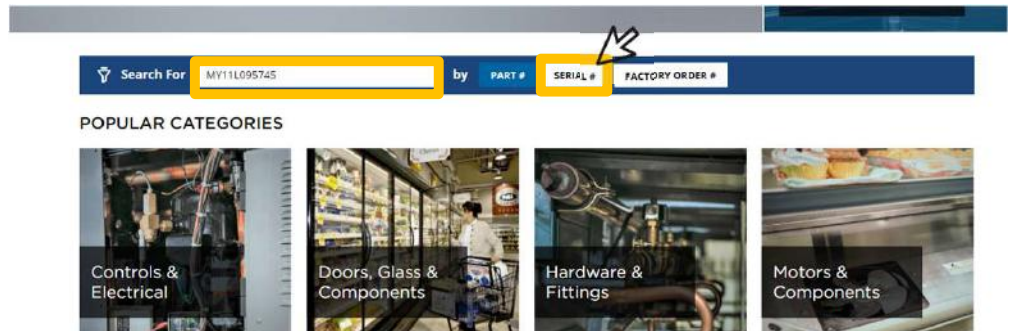
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Getting Started

Finding Your Part on the E-Store

You are able to locate the part you are looking for on our E-Store in the following ways:

1. By Your Case's Serial #
2. By Part # (or Keyword)
3. By Category



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Search By Serial Number



**Serial Plate Behind
Return Air Grille**

How to Find Your Serial Number

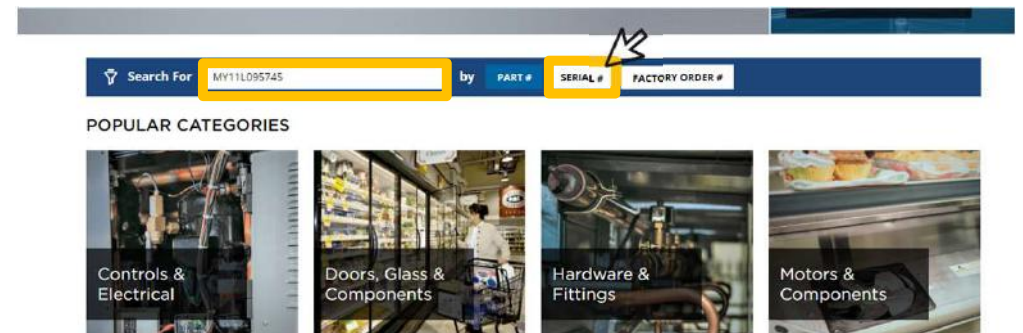
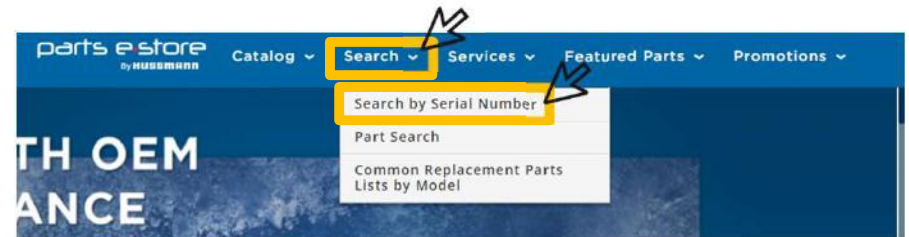
How to Find Your Part by Serial Number

- Serial Number searching will bring up all parts available for your specific Hussmann case.
- For most models, the Serial Number plate is affixed to the front left corner of your case inside the return air channel.
 - Refer to your Case Installation and Operation Manual for the specific location.

Search by Serial Number

How to Find Your Part by Serial Number

- You can either click the menu option 'Search' > 'Search by Serial Number'
- Or Scroll down and input the 6-16 digit Serial Number into the search bar.
 - Be sure to click the 'Serial #' option to create the search before hitting Enter



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Search by Serial Number

How to Find Your Part by Serial Number

- From there you can view available parts sorted by Most Popular or in the Standard Bill of Material Structure.
- Or narrow down your search results by:
 - Category
 - Part Type

Product Search

The screenshot displays the HUSSMANN Product Search interface. At the top, there is a search bar with the text 'MY11L095745' entered. Below the search bar, there are radio buttons for 'PART #', 'SERIAL #' (which is selected), and 'FACTORY ORDER #'. To the right of these buttons are 'Clear' and 'How to find serial number?' links. Below the search bar, there is a 'View type:' dropdown menu set to 'Most popular'. The main content area shows the search results for Serial Number: MY11L095745. It includes details such as Factory Order Number: 259275, Mbill Code: RL-4-2019-09-19-MY11L095745 (Factory: Mapics), Mbill Desc.: RL-4-2019-09-19, and Shipped Date: 2011-10-19 00:00:00. A 'Category filter:' dropdown is open, showing options like '(ALL)', 'ACCESSORIES', 'AIR HANDLING', 'COIL', 'CONTROL & METERING', 'DOORS & GLASS', 'ELECTRICAL & LIGHTING', and 'SOCKET-BOTTOM'. Below the filters is a table of search results with columns for Part, Description, Qty, and Col.

Part	Description	Qty	Col
0522314	COIL	0	PZ
0522330	CONTROL & METERING	0	PZ
0428562	DOORS & GLASS	4	PZ
0428527	ELECTRICAL & LIGHTING	4	PZ
0428586	CLOSER-LH DOOR [Part Type: CLOSER-DOOR]	4.00	PZ
3117868	SOCKET-BOTTOM HINGE BLACK [Part Type: SOCKET-BOTTOM]	1.00	PZ
0477668	POWER SUPPLY-4A 24V 96W	4.00	PZ
FX51M	FAN ASM 12W 115V EE 8.25 IN 25 [Part Type: FAN ASSEMBLY]	32	EA
0458446	RETAINER-DOOR BLACK [Part Type: RETAINER-DOOR]	4.00	

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Serial Number Icon Guide

How to Find Your Part by Serial Number

Below find the icon glossary for further details on your parts.

- **Camera:** See a photo of the part.
- **Shopping Cart:** Add the part to your cart.
- **Telephone:** Indicates the part is not currently available. Please call to check availability.
- **Qty:** The number of parts originally installed on your case.

The screenshot shows a parts catalog interface. At the top, there are filters for 'Category filter' (set to '(ALL)') and 'Part Type filter' (set to '(ALL)'). A dropdown menu is open for the 'Part Type filter', listing categories: ACCESSORIES, AIR HANDLING, COIL, CONTROL & METERING, DOORS & GLASS, ELECTRICAL & LIGHTING, and CLOSER-LH DOOR [Part Type: CLOSER-DOOR]. Below the filters is a table of parts. The table has columns for 'Part' (ID and description) and 'Qty'. The 'Qty' column is highlighted in yellow. The table contains the following rows:

Part	Description	Qty
0522314	CONTROL & METERING	0 PZ
0522330	CONTROL & METERING	0 PZ
0428562	DOORS & GLASS	4 PZ
0428627	CLOSER-LH DOOR [Part Type: CLOSER-DOOR]	4 PZ
0428586	SOCKET-BOTTOM HINGE BLACK [Part Type: SOCKET-BOTTOM]	4.00 PZ
3117868	POWER SUPPLY-4A 24V 96W	1.00 PZ
0477668	FAN ASM 12W 115V EE 8.25 IN 25 [Part Type: FAN ASSEMBLY]	4.00 PZ
FX51M	FX51 SHELF-22 RL 2 POS WHITE	32 EA
0458446	RETAINER-DOOR BLACK [Part Type: RETAINER-DOOR]	4.00

Search By Part Number or Keyword

Search by Part Number or Keyword

How to Find Your Part by Part Number

- Part Number is the most direct path to the exact part you need. You can often find the Part # on your bill of materials.
- Scroll down and input the Part Number into the search bar.
 - Be sure to the 'Part #' option is clicked after inputting your Part Number to complete the search



*Note: Not every part comes stamped with a part number.

If your part isn't stamped, you can either enter a keyword. Or utilize the Product Category or Serial # option to find your part.

Search by Part Number or Keyword

How to Find the Part You Need without the Part Number

- Entering a Keyword such as 'Motor' into the Search Bar will display related items which can be filtered as shown in the Product Category search instructions

The screenshot displays a 'Part Search' interface. At the top, a search bar contains the keyword 'motor', which is highlighted with a yellow box. To the right of the search bar are filters for 'PART #', 'SERIAL #', and 'FACTORY ORDER #', along with a 'Clear' button. Below the search bar, a 'Categories' sidebar on the left lists various product categories with their respective counts. The main search results area shows three items, each with a thumbnail image, a part number, a description, and an 'Add to cart' button. The first item is a motor with part number 0392457. The second item is a motor plug-ground with part number 125011009A. The third item is a motor mount with part number 0420078AL, which is marked as 'NO IMAGE AVAILABLE'.

Part Search

Search For by **PART #** SERIAL # FACTORY ORDER # Clear

Categories

- Motors & Components > [Motor](#) (206)
- Motors & Components > [Bracket-Motor](#) (57)
- Motors & Components > [Motor Assy](#) (10)
- Controls & Electrical > [Harness](#) (8)
- Motors & Components > [Ring-Motor](#) (5)
- Uncategorized > [Support](#) (4)
- Uncategorized > [Unknown](#) (4)

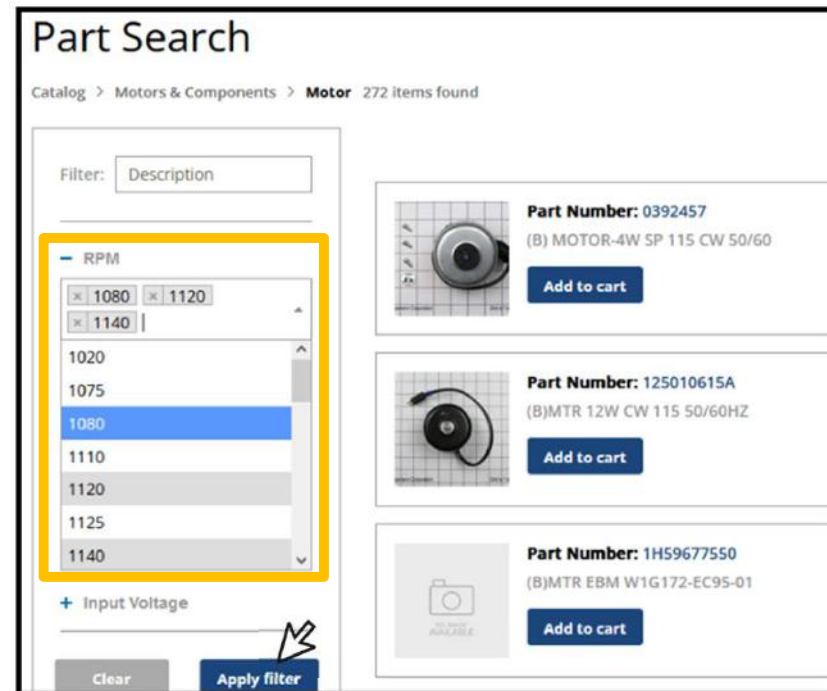
Part Number and Description

Part Number	Description	Action
0392457	(B) MOTOR-4W SP 115 CW 50/60	Add to cart
125011009A	(B)HARNES-2 MOTOR PLUG-GROUND	Add to cart
0420078AL	(M) BRACKET-MOTOR MOUNT	Add to cart

Search by Part Number or Keyword

Filtering Based on Attributes

Within Part Categories you can select specific attributes to narrow down the options.



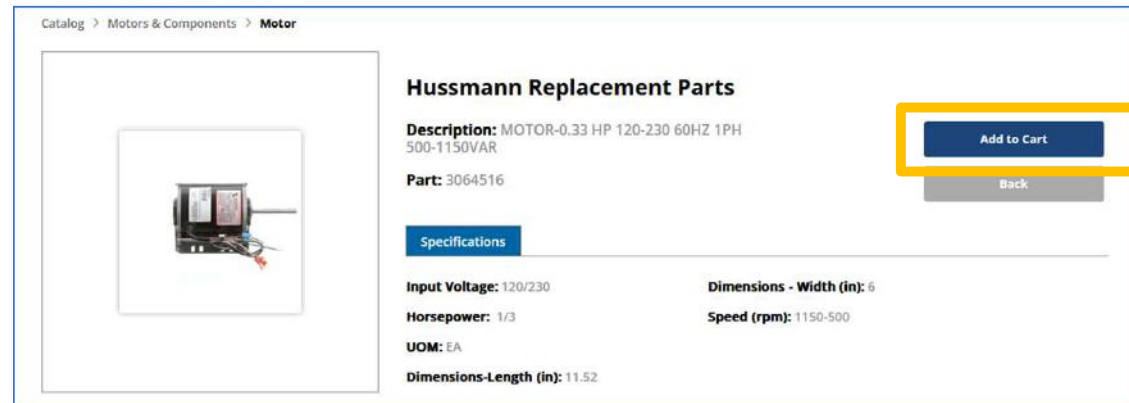
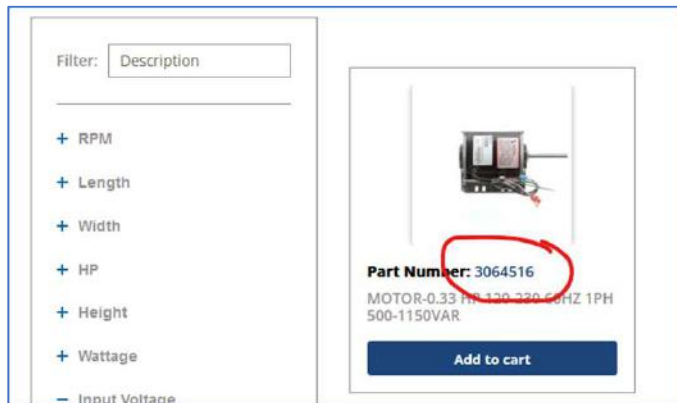
The screenshot displays the 'Part Search' interface for 'Motors & Components'. The breadcrumb trail shows 'Catalog > Motors & Components > Motor' with '272 items found'. A search filter is set to 'Description'. A dropdown menu for 'RPM' is open, showing a list of values: 1020, 1075, 1080 (highlighted), 1110, 1120, 1125, and 1140. The '1080' value is selected, and it is also visible in the search input field above the dropdown. Below the dropdown, there is a '+ Input Voltage' section. At the bottom of the filter panel are 'Clear' and 'Apply filter' buttons. To the right, three motor products are listed, each with a thumbnail image, part number, description, and an 'Add to cart' button:

- Part Number: 0392457**
(B) MOTOR-4W SP 115 CW 50/60
- Part Number: 125010615A**
(B)MTR 12W CW 115 50/60HZ
- Part Number: 1H59677550**
(B)MTR EBM W1G172-EC95-01

Search by Part Number or Keyword

How to Find The Right Part

- From there you are able to view any Part Number that includes the details you entered.
- You can click the Part Number link to view additional product information or click the option to Add to Cart.

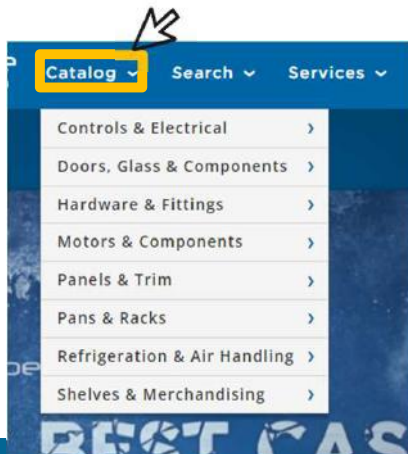


Search By Product Category

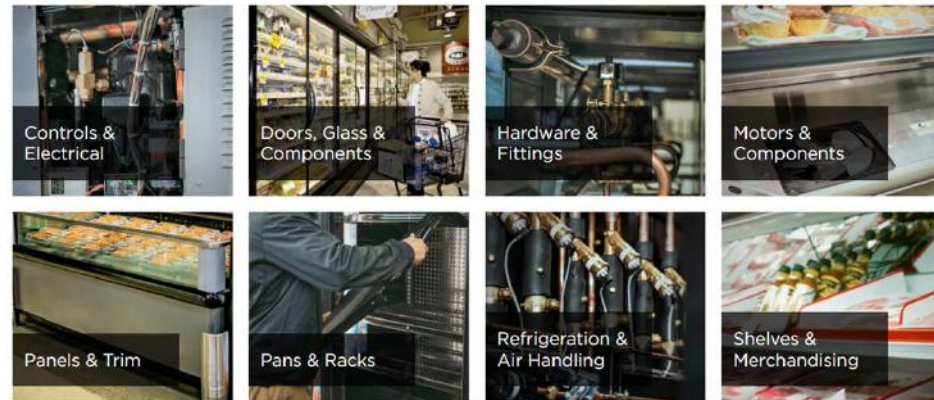
Product Category Search

How to Find Your Part by Category & Key Specs

- **Unsure of the Part or Serial Number?** Use our handy product categories to filter down to the product you need.
- Navigate to our 8 product categories by clicking on the Catalog menu option or scrolling down the homepage to our Popular Categories list.



POPULAR CATEGORIES



Product Category Search

How to Find Your Part by Category & Key Specs

- You'll then have a choice of subcategories.
- Clicking on a subcategory will return all the parts that are available or have been replaced by newer parts.

Part Search

The screenshot displays the 'Part Search' interface. At the top, there is a search bar with a magnifying glass icon and the text 'Search For'. To the right of the search bar are three filter options: 'by PART #', 'SERIAL #', and 'FACTORY ORDER #'. Below the search bar, the breadcrumb 'Catalog > Controls & Electrical' is visible. The main content area is a grid of eight subcategory tiles, each featuring the 'performance parts by HUSSMANN' logo and a representative image of the part. The subcategories are: Alarm, Ballast, Bar, Battery, Block, Board, Boot, and Box. The 'Board' subcategory is highlighted with a yellow border, and a yellow lightning bolt icon points to it.

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Product Category Search

How to Find Your Part by Category & Key Specs

The screenshot displays the 'Part Search' interface for 'Motors & Components'. It shows a grid of six motor parts. On the left, there is a filter sidebar with categories like RPM, Length, Width, HP, Height, Wattage, and Input Voltage. A red arrow points to the 'Length' filter. At the top, there are sorting options for 'Part Number and Description' and a grid/list toggle. Two red arrows point to the grid and list icons. Each part card includes a photo, a part number, a description, and an 'Add to cart' button.

Part Number	Description
0392457	(B) MOTOR-4W SP 115 CW 50/60
125010615A	(B)MTR 12W CW 115 50/60HZ
1H59677550	(B)MTR EBW W1G172-EC95-01
115040	(OBS)3/4HP 208/230/460/50 /60/3/850
E201518	(OBS)MOTOR RING S6 FRAME 16629002
E206448	.05HP 208-230/60/50/1/1550 PSC

- You'll be able to view key part specifications that allow you to filter the list.
- You can view the parts in either a grid or list format and sort by part number (low to high) or popularity rank.

Product Category Filtering

How to Find Your Part by Category & Key Specs

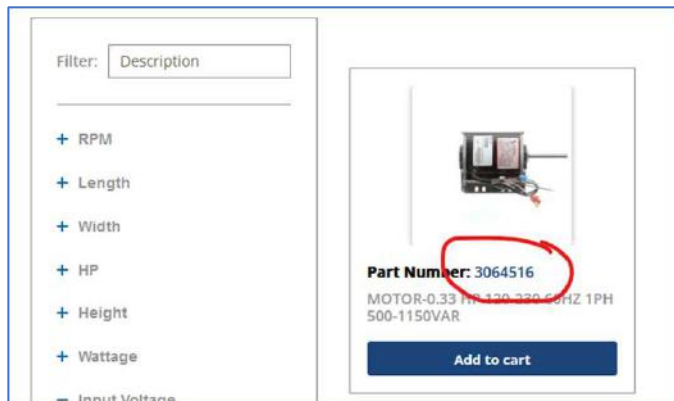
- You can then narrow down your search with the part specification filters on the left-hand side.
- You can add one or more specifications to help you find the proper part.
- The filter box will search the part description field.

The screenshot displays the 'Part Search' interface. At the top, it shows the breadcrumb 'Catalog > Motors & Components > Motor' and '272 items found'. A filter box on the left is highlighted with a yellow border. It contains a 'Filter: Description' field. Below it, the 'RPM' filter is expanded, showing a list of values: 1020, 1075, 1080 (highlighted), 1110, 1120, 1125, and 1140. The 'Input Voltage' filter is collapsed. At the bottom of the filter box are 'Clear' and 'Apply filter' buttons. To the right, three search results are shown, each with a motor image, part number, description, and an 'Add to cart' button. The results are: 1) Part Number: 0392457, (B) MOTOR-4W SP 115 CW 50/60; 2) Part Number: 125010615A, (B)MTR 12W CW 115 50/60HZ; 3) Part Number: 1H59677550, (B)MTR EBM W1G172-EC95-01.

Additional Product Information

How to Find Your Part by Category & Key Specs

- You can click the Part Number link to view additional product information.



Filter: Description

- + RPM
- + Length
- + Width
- + HP
- + Height
- + Wattage
- Input Voltage


Part Number: 3064516

MOTOR-0.33 HP 120-230 60HZ 1PH
500-1150VAR

Add to cart



Catalog > Motors & Components > Motor



Hussmann Replacement Parts

Description: MOTOR-0.33 HP 120-230 60HZ 1PH
500-1150VAR

Part: 3064516

Add to Cart

Back

Specifications

Input Voltage: 120/230

Horsepower: 1/3

UOM: EA

Dimensions-Length (in): 11.52

Dimensions - Width (in): 6

Speed (rpm): 1150-500

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Exploring Our Expanded Parts Catalog

(OEM-Quality Parts for Non-Hussmann Cases)

Now Carrying Parts for Other Manufacturer's Cases

View our expanded category of OEM-Equivalent parts for our competition's cases

You can buy OEM-quality parts for a variety of non-Hussmann cases.

To view the list of expanded parts, visit our Expanded Catalog under the 'Promotions' menu. Or directly at <https://parts.hussmann.com/epc-home>



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Now Carrying Parts for Other Manufacturer's Cases

View our expanded category of OEM-Equivalent parts for our competition's cases

Our Expanded Catalog is organized into our 5 most-requested categories listed to the right.

You can view the full list of parts for the categories on the right.

We now stock parts to fit cases for the following brands:

- Hill Phoenix
- Kyson Warren
- Anthony
- Heatcraft
- Barker
- Tyler
- Zero Zone



Checking Out

Placing Your Order in the E-Store

How to Complete Your Order

- When you've located the part(s) you need click the shopping cart icon to Add to Your Cart.

You can adjust quantity, ship date, or add additional parts by following the on-screen prompts.

Part	Description	Qty	Color
0522814	DOOR-INNOVATOR 1 LH BLACK [Part Type: DOOR]	0 PZ	
0522330	DOOR LH BLK INNOV 1 [Part Type: DOOR]	0 PZ	
0428562	BASKET-BLACK MAGNETIC [Part Type: BASKET-DOOR]	4 PZ	
0428627	CLOSER-LH DOOR [Part Type: CLOSER-DOOR]	4 PZ	
0428586	SOCKET-BOTTOM HINGE BLACK [Part Type: SOCKET-BOTTOM]	400 PZ	

Add Item to Cart

Part	Your Price	Qty	Ship Date	Total	Action
0709784 FAN UF15PC12-BWHR/CC-S (OD) Additional Fields	USD 162	1	26-Sep-2023 <input type="checkbox"/> Ship early if possible	USD 162.00	Update

[Add](#) [Cancel](#)

Placing Your Order in the E-Store

How to Complete Your Order

- When you are ready to complete your order, click the Cart option in the upper-right hand corner of your screen.
- Once you've confirmed the shipping details you can click the option to 'Proceed to Checkout' and complete your order.
- After clicking 'Submit Order':
 - Please note your order number.
 - Check your email for an order confirmation.
 - Add any additional email addresses you'd like to receive copies of order and tracking information.



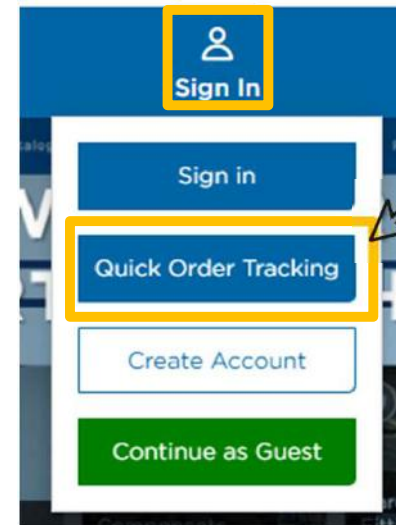
Order Tracking & Shipping

Note: Tracking information is only available for shipments within the United States.

Tracking Your Order

Using the Quick Order Tracking Function

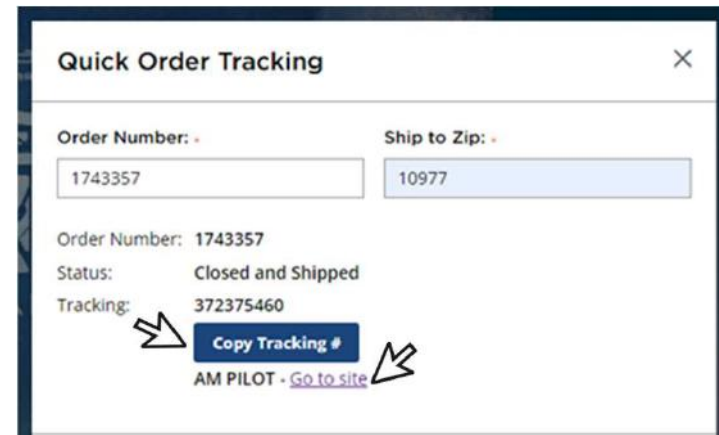
- You do not need to be signed into your Hussmann Performance Parts account to track your latest parts orders.
 - This will allow non-registered users to view shipping details without requiring login access as long as they have the Order Number and Shipping Zip Code shared with them.
- Click the Quick Order Tracking option from the menu under 'Sign In'.



Tracking Your Order

Using the Quick Order Tracking Function

- Input the Order Number and Shipping Zip Code.
- If your order has shipped you'll be able to copy the Tracking # and visit the site to view shipping updates.
- For Pilot shipments, you'll be taken to the Maersk webpage where you can paste in the tracking number copied from the Hussmann Performance Parts site.



Quick Order Tracking

Order Number: 1743357 Ship to Zip: 10977

Order Number: 1743357
Status: Closed and Shipped
Tracking: 372375460

[Copy Tracking #](#)
AM PILOT - [Go to site](#)



*Fields In Bold Are Required

TRACK A SHIPMENT

Tracking Input Format » Track By » Tracking # Customer #
 Text Textarea Tracking # Type » Shipment # Reference #

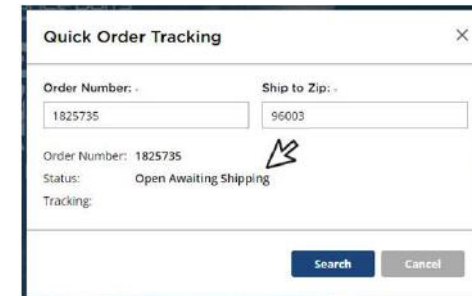
Separate numbers with a comma **Paste Here** Shipper Zip »

Destination Zip » Customer # » **TRACK**

Tracking Your Order

Using the Quick Order Tracking Function

- If your order has not shipped yet, the Status will display an Open Awaiting Shipping notice.
- If an incorrect order number or zip code is entered, the Status will display the 'Order/Zip Code combination not found. Please retry' notice.
- If you need further assistance on your order tracking, be sure to reach out to our team with the details on the following slides or by contacting your Client Development Representative directly.



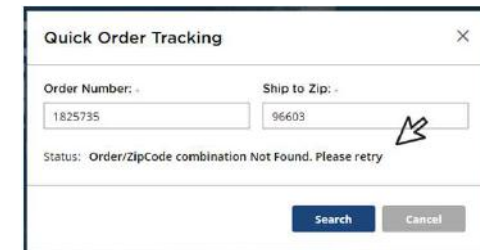
Quick Order Tracking

Order Number: - 1825735 Ship to Zip: - 96003

Order Number: 1825735
Status: Open Awaiting Shipping
Tracking:

Search Cancel

A screenshot of the 'Quick Order Tracking' window. It features two input fields at the top: 'Order Number: -' with the value '1825735' and 'Ship to Zip: -' with the value '96003'. Below these, the system has populated the 'Order Number: 1825735', 'Status: Open Awaiting Shipping', and 'Tracking:' fields. A blue arrow points to the 'Status' field. At the bottom, there are 'Search' and 'Cancel' buttons.



Quick Order Tracking

Order Number: - 1825735 Ship to Zip: - 96603

Status: Order/ZipCode combination Not Found. Please retry

Search Cancel

A screenshot of the 'Quick Order Tracking' window. The input fields are filled with '1825735' and '96603'. The status field displays the error message: 'Status: Order/ZipCode combination Not Found. Please retry'. A blue arrow points to the status field. At the bottom, there are 'Search' and 'Cancel' buttons.

Contact Us

Performance Parts Contact Info

How to Contact Our Support Team

Any additional questions? You can always start by contacting your Client Development Representative directly.

Or use our main support line below:



You can reach our team Mon-Fri. (7am-6pm CST) at:

855.487.7778 (855.HUSSPRT)



Or for help ordering parts over email, reach our team at:

amparts@hussmann.com

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