

# Frequently Asked Questions

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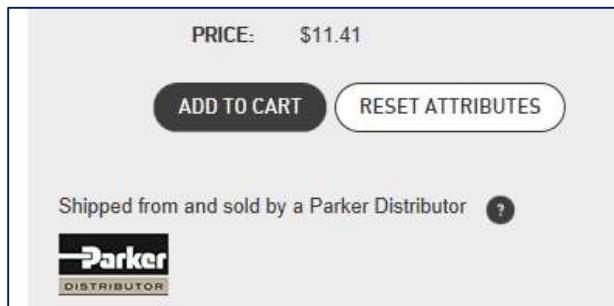
## Purchasing questions

### Can I buy directly from Parker?

Parker has an extensive worldwide sales network that consists of:

- Over 13,000 Distributors
- Over 2,000 ParkerStores™
- Direct sales to OEM customers depending on product
- Direct sales to all customers depending on product and geographic location
- Direct online sales to all customers depending on product

Once you've found the product you'd like on [parker.com](http://parker.com), you will be presented with pricing and the ability to Add to Cart for direct online sales, with the order fulfilled by of Parker's Distributors:



For products not sold online, you will see the Where to Buy button, which after you input your postal code, will present you with the appropriate contact information for making a purchase:



## How do I check the status of my online order?

If you placed an order online through Parker.com you will receive email status updates throughout the process until your order is shipped. Or you can go to the [www.parker.com](http://www.parker.com) homepage, and click on [Manage Online Orders](http://ph.parker.com/us/en/ManageOnlineOrders) (<http://ph.parker.com/us/en/ManageOnlineOrders>) which is located towards the bottom of the page under the Global Support Center section (screenshot below). Enter your order number and email address to see the same information that was sent in the status emails.



## Product support information

### What information is available for the Parker part that I have?

Depending on the part, once you reach a part page you can scroll down and find tabs that contain related information product overview, technical specifications, CAD files, product support materials, etc.

Desktop view:

MAXIMUM FLOW RATE: 131  
SHAFT SIZE: SAE J744  
AFTER FILTER PART NUMBER: 3781460  
WHERE TO BUY RESET ATTRIBUTES

PRODUCT OVERVIEW TECH SPECIFICATIONS CAD PRODUCT SUPPORT

[Print Product Overview](#)

Series F1 is a further development of our well known 'truck pump', the F1. Featuring a high self-priming speed and efficiency, F1 pumps and motors provide circuit reliability at speeds up to 2600 rpm at 350 bar (5,000 PSI) continuous pressure or 3000 rpm at 350 bar (5,000 PSI) intermittent pressure. Series F1 is a very efficient and straight forward pump design with unsurpassed reliability. Its small envelope size gives a simple and inexpensive installation.

Mobile view (tablet/smartphone):

to 14,000 rpm. F11 is a robust design and can be used in numerous applications in both open and closed loop circuits. Sizes from 5-19cc.

Part Number: 3703604

PRODUCT OVERVIEW TECH SPECIFICATIONS CAD PRODUCT SUPPORT

## How do I find a part number?

In the upper right hand corner of [www.parker.com](http://www.parker.com) web pages you will see the option to search. Click the radio button next to Part Number:



A screenshot of a search interface. At the top, there are two radio buttons: 'Keyword' (unchecked) and 'Part Number' (checked). Below the radio buttons is a search bar containing the text 'SEARCH FOR A PART NUMBER'. To the right of the search bar is a 'SEARCH' button.

Begin typing your part number in the search field. If the part or series is available then available part number matches will start to appear via type-ahead search. You can then choose from the list:



A screenshot of a search interface showing type-ahead results. The search bar contains 'd1vw'. Below the search bar is a list of suggestions: 'd1vw001cngw', 'd1vw001cngws2', 'd1vw001cngws3', and 'd1vw001cngwt'. The fourth suggestion, 'd1vw001cngwt', is highlighted with a yellow background.

Or, you can continue to type in the part number you have and hit Enter or click the Search button.

### **Why can't I find a part number on the website?**

Double check to make sure you have the part number entered correctly – letter characters like i, l, and o can often look like numeric characters 1 or 0).

Another possibility is that the part number is a custom configured part in which case you would be better off searching by Product Series. The Product Series page often has information for all part numbers in the Product Series in the Product Support tab. In addition, you can then configure a custom part to match your needs.

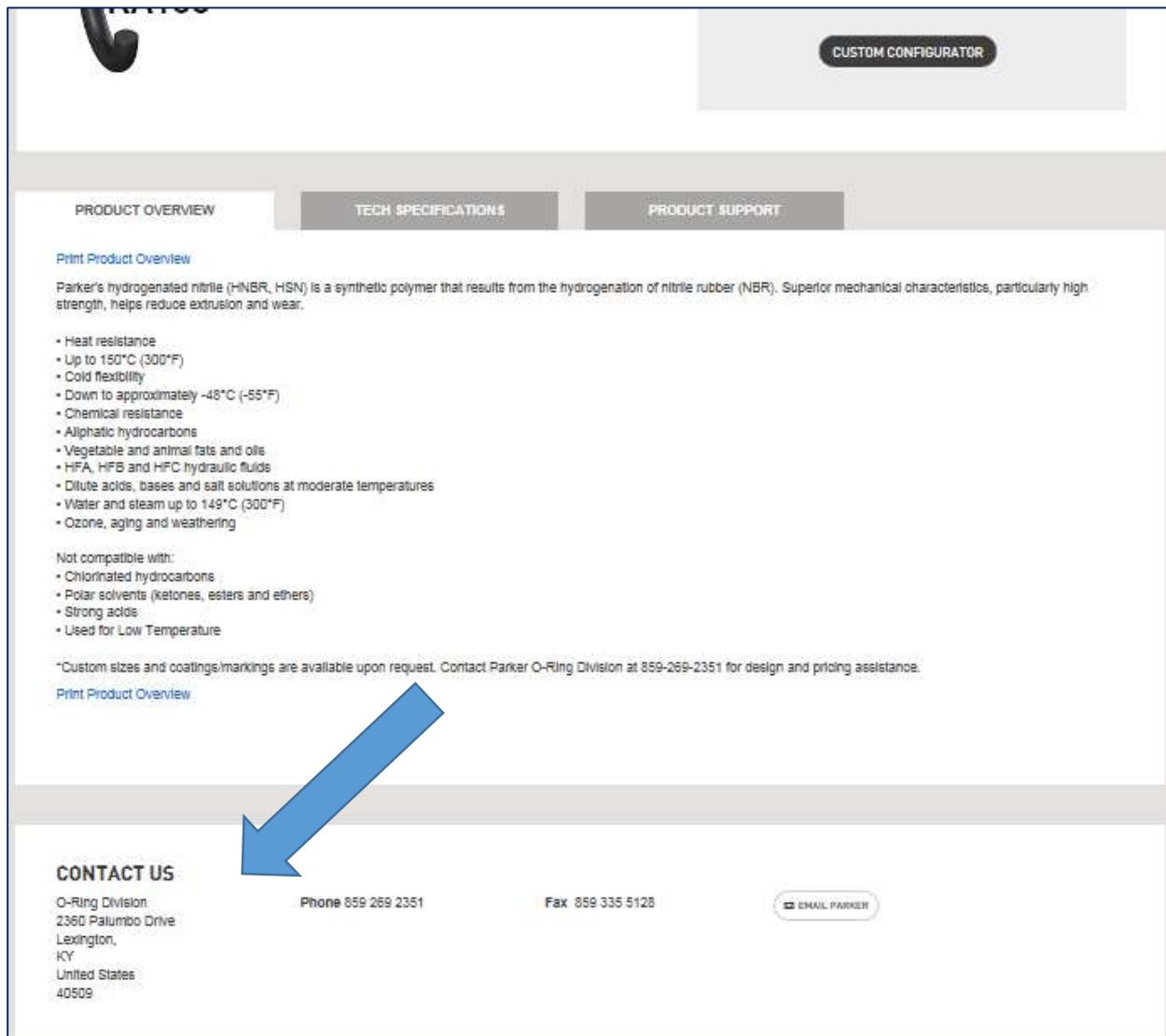


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## How can I determine which Parker business unit supports my part?

The Parker business unit that supports a specific part is displayed at the bottom of all parts pages, along with their contact information:



The screenshot shows a product page for Parker's hydrogenated nitrile (HNBR, HSN). The page includes a navigation bar with 'CUSTOM CONFIGURATOR', 'PRODUCT OVERVIEW', 'TECH SPECIFICATIONS' (which is active), and 'PRODUCT SUPPORT'. The 'TECH SPECIFICATIONS' section contains a list of properties and a list of substances it is not compatible with. A blue arrow points to the 'CONTACT US' section at the bottom of the page, which includes an address for the O-Ring Division, a phone number, a fax number, and an 'EMAIL PARKER' button.

**Print Product Overview**

Parker's hydrogenated nitrile (HNBR, HSN) is a synthetic polymer that results from the hydrogenation of nitrile rubber (NBR). Superior mechanical characteristics, particularly high strength, helps reduce extrusion and wear.

- Heat resistance
- Up to 150°C (300°F)
- Cold flexibility
- Down to approximately -48°C (-55°F)
- Chemical resistance
- Aliphatic hydrocarbons
- Vegetable and animal fats and oils
- HFA, HFB and HFC hydraulic fluids
- Dilute acids, bases and salt solutions at moderate temperatures
- Water and steam up to 149°C (300°F)
- Ozone, aging and weathering

Not compatible with:

- Chlorinated hydrocarbons
- Polar solvents (ketones, esters and ethers)
- Strong acids
- Used for Low Temperature

\*Custom sizes and coatings/markings are available upon request. Contact Parker O-Ring Division at 859-269-2351 for design and pricing assistance.

**Print Product Overview**

**CONTACT US**

O-Ring Division  
2360 Palumbo Drive  
Lexington,  
KY  
United States  
40509

Phone 859 269 2351

Fax 859 335 5128

[EMAIL PARKER](#)

## Why is the e-Configurator I'm using not displaying properly?

We are in the process of upgrading a wider variety of web browsers. Until we complete the migration process, some e-Configurators will only work with older versions of Internet Explorer. [Click here](#) for instructions on using compatibility mode so they can be used.



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