

Frequently Asked Questions

Parker Corporate Customer Care Team

cparker@support.parker.com

Table of Contents

Purchasing questions.....	2
Can I buy directly from Parker?	2
How do I check the status of my online order?	3
Product support information	4
What information is available for the Parker part that I have?	4
How do I find a part number?	5
Why can't I find a part number on the website?	6
How can I determine which Parker business unit supports my part?	7
Why is the e-Configurator I'm using not displaying properly?.....	8



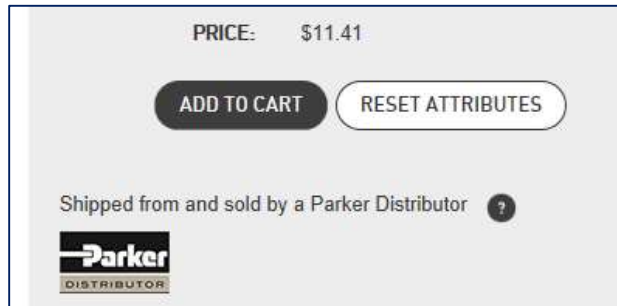
Purchasing questions

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, you will be presented with pricing and the ability to Add to Cart for direct online sales, with the order fulfilled by one 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 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.

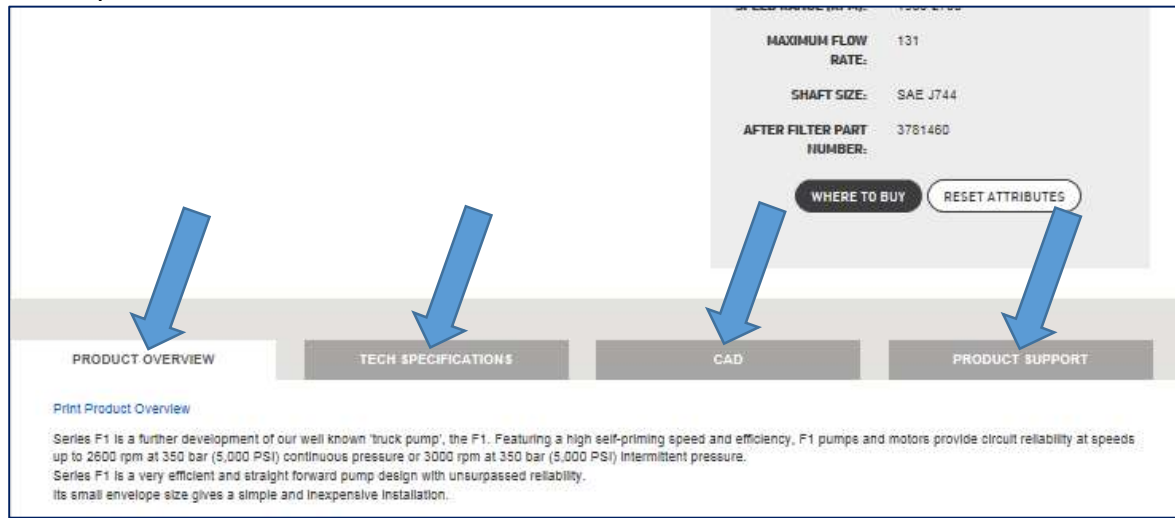


Product support information

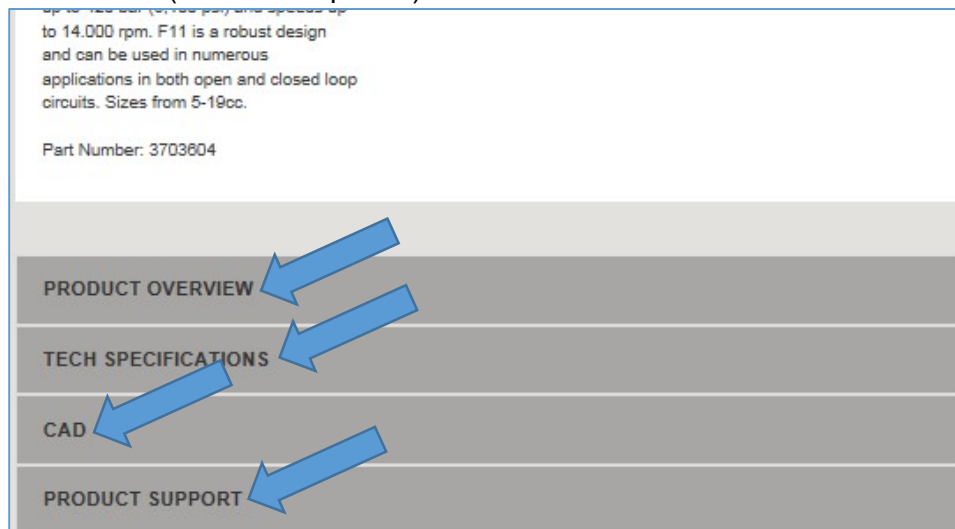
What information is available for the Parker part that I have?

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:



Mobile view (tablet/smartphone):



How do I find a part number?

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



☐ Keyword ☒ Part Number

SEARCH FOR A PART NUMBER

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:



☐ Keyword ☒ Part number

d1vw

- d1vw001cngw
- d1vw001cngws2
- d1vw001cngws3
- d1vw001cngwt

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?

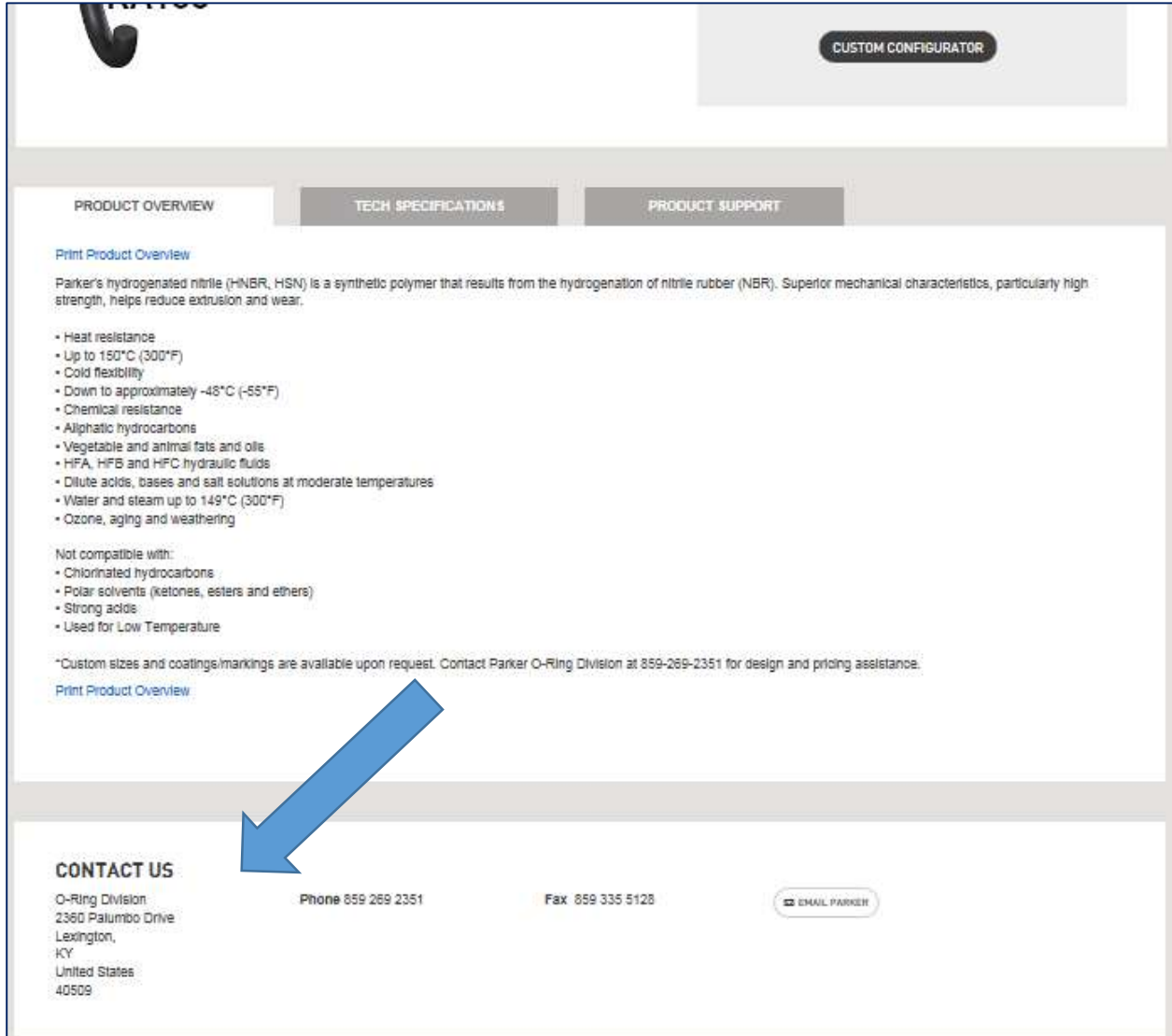
Double check to make sure you have the part number entered correctly – letter characters like i, l, and o can often look like numeric characters 1 or 0).

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.



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:



CUSTOM CONFIGURATOR

PRODUCT OVERVIEW | **TECH SPECIFICATIONS** | **PRODUCT SUPPORT**

[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.

