

# Nilfisk, Inc. Service Solutions

It is all about your business

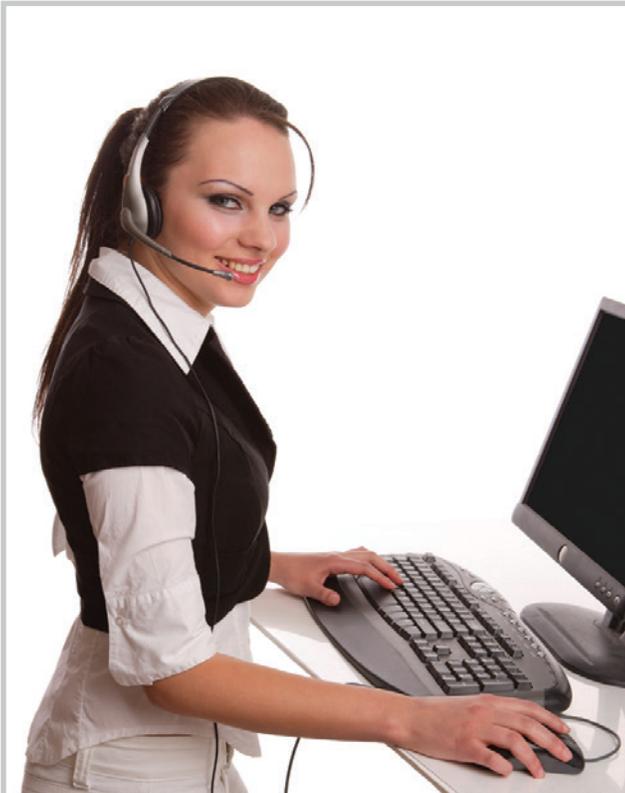


# Professional Service

## Makes a difference

Making the most of your cleaning has two important requirements. The ability to deploy high quality cleaning machines is a critical first step. But having easy and quick access to professional service is another key factor in running your operations smoothly, predictably, and with maximum uptime. That is why we are highly committed to delivering our Service Solutions to you.

Nilfisk, Inc. Service Solutions are not only your fast and reliable back-up in the event of a breakdown. They are your guarantee of top professional maintenance visits from our trained technicians that are present all over the world. You can rest assured that your machines will run at their best throughout their lifetime – and keep your business performing at its utmost. We understand that productivity is what matters to you.



### Service Solutions Standard – Professional maintenance

Your contract encompasses two yearly maintenance visits and 48 hours response time. Breakdown visits and spare parts are billed separately.

### Service Solutions Plus – Optimized performance

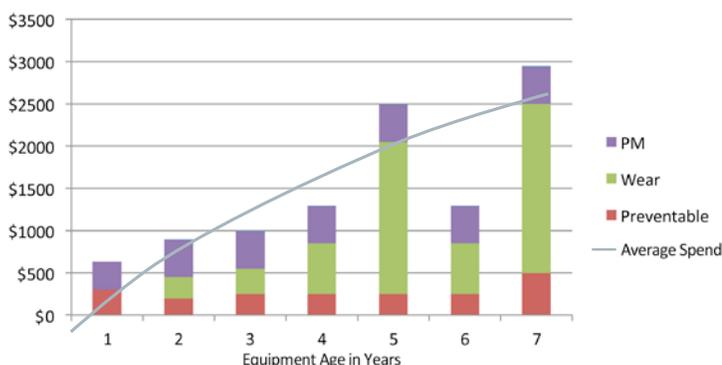
With the Plus solution you have a firm grip on your maintenance and repair costs while knowing that your performance is never compromised, only optimized.

### Service Solutions Premium – Maximized uptime

If uptime is your absolute top priority and key concern, Service Solutions Premium is the best choice. A quarterly maintenance visit is included, and there are no sudden financial surprises.

## Equipment Age vs. Annual Service Costs

Large Walk-Behind Scrubber



*“When each individual location was managing maintenance and repair, service quality was all over the board, and tracking related expenses was impossible. With Nilfisk, Inc., I know we are getting guaranteed service, and the monthly reports enable me to better understand and control related costs.”*

Martha Shaw  
VP of Quality Assurance  
SMS Assist

# Nilfisk, Inc.

## Service Solutions at a glance

### Customized Care

Nilfisk, Inc. Sales & Service is flexible, to fit your needs and requirements. Whether you have equipment in a single location or in facilities coast to coast, we will customize a Sales & Service plan to fit your needs. Our unmatched concentration of local coverage also gives you the opportunity to schedule preventative maintenance for your fleet. Preventative maintenance is a key piece of keeping your equipment fleets up and running. With regular scheduled machine check-ups, you can be assured of maximum uptime of your equipment.

We realize that one size does not fit all. When signing a service contract with Nilfisk, Inc. you have the opportunity to select between a range of different service solutions developed to match your specific needs. We are ready to assist you in choosing the professional service contract that best suits your operations.



CONTRACT COMPONENTS	STANDARD	PLUS	PREMIUM
Labor & travel costs	Yes	Yes	Yes
Extended warranty	Yes	Yes	Yes
Service report at all visits	Yes	Yes	Yes
Yearly maintenance visits	2	2	4
Response time	48 hr	48 hr	24 hr
Spare parts	X	Yes	Yes
Breakdown coverage	X	Yes	Yes
Consumables	X	X	Yes
Loan machine	X	X	Yes
Weekend coverage	X	X	Yes

The conditions and specifics of each element included in Nilfisk, Inc. Service Solutions may be subject to local change.

### Key elements in Nilfisk, Inc. Service Solutions

Whether you decide to opt for a Standard, a Plus or a Premium service contract, the specific services included are hand-picked from the full range:

- Regular maintenance visits
- Fast response time
- Labor & Travel costs
- Service report on every visit
- Loan machine
- Insurance against misuse or abuse
- Spare parts
- Breakdown coverage
- Weekend coverage
- Consumables
- Extended warranty

# Nilfisk, Inc.

At your service.

## Relax. We've got you covered.

At Nilfisk, Inc., we know that our job isn't over once we receive the purchase order and ship a machine. We've got your back and will provide you with world-class service across the globe. With over 100 years of experience in over 40 countries, working on everything from vacuum cleaners to small scrubbers and industrial size equipment, we've got you covered.

Ninety percent or more of any total cleaning and maintenance budget can be attributed to labor costs. When the equipment used is not working at its optimum efficiency that labor cost can increase. We're here to help you make sure your equipment is up and running, so your operators can reach their optimum productivity levels.



### Quality service

- Nilfisk, Inc. has manufactured quality cleaning equipment and delivered professional service since 1906
- Nilfisk, Inc. Service Solutions technicians are continuously educated – and devoted – to maintain and repair machines, and are always ready to help you
- Our technicians only use original equipment manufacturer spare parts, fixing problems quickly and durably for maximized uptime
- 75,000 customers trust Nilfisk, Inc. to manage their equipment's service requirements

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