



Nilfisk-Advance Sales & Service



Relax. We've Got You Covered.

Nilfisk-Advance
Sales & Service

A Nilfisk-Advance Program

"When each individual location was managing maintenance and repair, service quality was all over the board, and tracking related expenses was impossible. With Nilfisk-Advance, 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

Relax. We've Got You Covered.

At Nilfisk-Advance, 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.

A Service Plan that Fits Your Organization

Customized Care

Nilfisk-Advance 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 preventive maintenance for your fleet. Preventive 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.

Enhanced Cost Control

Nilfisk-Advance Sales & Service includes many benefits to help you manage and control your cost of cleaning, including:

- Fixed, nationwide labor and travel rates for no surprise billing
- The ability to set pre-defined approval and do-not-exceed limits, by site or machine
- Proven processes to ensure service complies with warranty terms and conditions, and appropriate costs are covered under warranty
- Pricing discounts on parts
- Complete repair history reports on each piece of equipment
- Reduced paperwork – all costs are summarized in one, convenient monthly billing statement



One Stop Shop

One Number to Call

Nilfisk-Advance Sales & Service is your single source for global service and maintenance on all of your cleaning equipment – regardless of the brand, make, model, or even location. There's no more need to have multiple companies servicing your equipment across the country.

We will manage all of your scheduled preventive maintenance, minimizing your machine's downtime, and when a repair is needed, just call our toll-free number or complete a web-based request form and we'll take it from there.

World-Class Responsiveness

Once you've submitted your service request, you'll know within the hour that someone is handling your request. With a unique reference number, you'll be able to track the status of your request – from beginning to end.

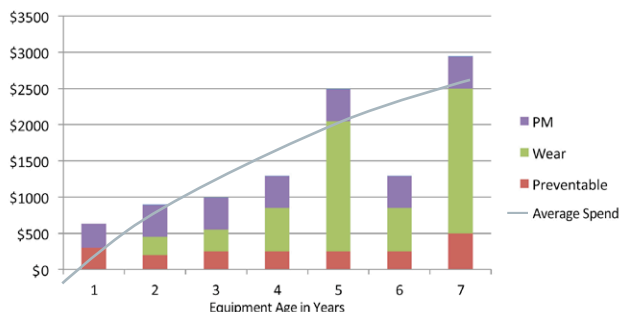
Our national network of factory direct and certified dealer service technicians assures fast, efficient dispatch to any location. They have the knowledge and expertise to provide outstanding, dependable repair or maintenance service to all of your equipment – no matter the brand. We'll repair it right the first time...guaranteed.

Better Control

We maintain a complete and documented maintenance history on every machine, enabling us to provide you with detailed service reports. This information empowers you to make informed, data driven decisions. You will be able to identify money saving opportunities to reduce maintenance and repair costs, better manage abuse issues, or make repair-or-replace decisions. You have control of your equipment.

Equipment Age vs. Annual Service Costs

Large Walk-Behind Scrubber



"Working in partnership with Nilfisk-Advance Service has helped us achieve over a 60% savings in our Repair & Maintenance budget YTD. The team is extremely reliable, trustworthy, and the service they provide is top notch."

Matt Moore
Fleet Manager
Caravan Knight Facilities Management



Drive Down the Cost to Clean

At Nilfisk-Advance, every aspect of our business revolves around creating cleaning solutions that generate superior results, increase productivity, and reduce the cost of ownership. The result is advanced cleaning products and services that drive down the total cost of cleaning – including dollars invested as well as environmental impact.

Sustainability

Nilfisk-Advance's fundamental attitude is in accordance with the first principle of the United Nations conference declaration on Environment and Development (Rio, 1992): "People are entitled to a healthy and productive life in harmony with nature."

We actively participate in maintenance and repair practices that are environmentally friendly.

Nilfisk-Advance, Inc.

North American Operations

14600 21st Avenue North

Plymouth, MN 55447-3408

Phone 800-486-8830

Fax 800-369-1473



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