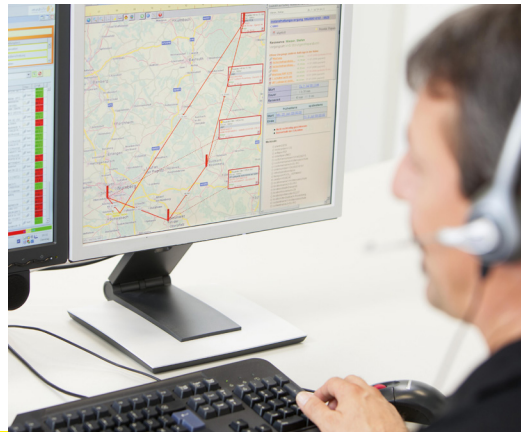


KÄRCHER

makes a difference



KÄRCHER SERVICE

SERVICE CALL PROCEDURE

We appreciate your business and strive to deliver the best experience while meeting your service needs. Kärcher has a central dispatch center that handles all service requests nationwide.

Service calls can be submitted as follows:

- Phone: 877-KARCHER (877-527-2437), Option 1
- Email: service@karcherna.com
- Fax: 888- 565-3665
- Customer Web Portal: <http://karcher-services.com> * registration required
- Karcher Service App (iOS & Android) * registration required



Dispatch Hours of Operation:

- Standard Hours: 8:00 AM to 8:00 PM Eastern Monday - Friday
- Service Overtime Hours: Before 8:00 AM and after 5:00 PM Local Monday - Friday and all day Saturday. Double Time Hours: Sundays and Holiday

In an effort to expedite your call, we request that you provide the following:

- Location Name and Complete Address with Business/Access hours
- Site Contact Name / Phone Number / Email address
- Estimate Approver Name / Phone Number / Email address
- Equipment Information (Make, Model and Serial Number)
- Detailed problem description
- PO# / Work Order # (If required)

In the event that there is an issue that needs to be escalated you may contact:

- **South East Region**
 - Dawn Sinclair (Regional Service Manager)
 - (813) 210-0701 Dawn.Sinclair@karcherna.com
- **North East Region**
 - Bob Butterick (Regional Service Manager)
 - (551) 225-4256 Robert.Butterick@karcherna.com
- **West Region**
 - Dan Weaver (Regional Service Manager)
 - (609) 610-3331 Daniel.Weaver@karcherna.com

U.S. SERVICE COVERAGE



 Affiliated Service Provider

 Service Dealer

 Kärcher Technician

KÄRCHER SERVICE PROGRAMS

Kärcher Service Programs

No matter your business size or experience, you need to feel taken care of in an efficient, effective, and professional manner. We are here to prevent problems before they occur, fix machines when needed, increase uptime, and provide the best recommendations to keep your equipment running well. We can be found from coast to coast across the U.S. Our experts are always nearby whenever you need service.

No one can predict the future, but costs for machine procurement and operation are always predictable. We do this within the framework of all our Kärcher Service Packages. Full cost control - guaranteed by contract. All service programs, maintenance plans, and pay as you go plans are subject to Not to Exceed (NTE) requirements.**

Every service package is precisely tailored to suit specific needs. Services include inspections as part of mandatory safety checks, timely servicing, and flat-rate full service. Depending on your requirements, you can also enhance any package with an optional battery replacement.



	Kärcher Inspect	Kärcher Maintain	Kärcher Full Service
Inspection, safety testing	■	■	■
PM checklist	■	■	■
PM labor / travel / trip charge	■	■	■
Preventive replacement of defined wear parts in accordance with the manufacturer's maintenance plan		■	■
Breakdown repairs: labor/travel/trip charge*			■
Breakdown repairs: spare parts are included. See exclusions below*			■
Battery replacement*			□

*Exclusions: The following goods and services are not covered by the monthly fee: repair of damages caused by negligence, abuse, accident, unauthorized modifications, or unauthorized service work; painting, refinishing, or body repair; batteries, detergent, chemicals, brushes, pads and any consumables; and daily routine maintenance as specified in the Equipment's Operator and Maintenance manuals (which are to be performed by the Customer). The determination of whether the Equipment has been misused or abused shall be made in KNA's sole discretion. Notwithstanding the foregoing, should KNA determine, in its sole discretion that Customer's Equipment is being used and stored in a harsh environment, impacting the amount of service necessary to keep the Equipment in normal operating condition, KNA may adjust the Fee at any time upon thirty (30) days written notice. Any parts requested by the customer outside of the scope of a service call will not be covered under the "Monthly Fee" and will be subject to the Service Rates and Parts Pricing. Any service required outside of the standard hours of operation are subject to additional charges.

■ Standard □ Optional

**Standard Not-To-Exceed (NTE) amounts are set all service requests. Any repairs on commercial battery equipment under \$500, corded equipment under \$200 and industrial floor care equipment under \$1,000 are considered pre-approved by the customer under the terms and conditions of this agreement and will be repaired without any further approval. Any repairs in excess of the NTE amounts will be quoted and submitted for approval, along with technician's recommendation for repair.

Kärcher Care

Kärcher Care is a pay-as-you-go service program available for all makes and models of equipment. With the freedom to pay as you go and no monthly fee, now you choose when to service your equipment. This no-obligation plan continues to offer world class service and parts - simply pay per service request based on the actual labor and travel hour, and parts used by a Kärcher certified service technician.

Kärcher Inspect

Kärcher Inspect is a fixed price program and includes pre-scheduled safety & operation checks. The number of visits is flexible and can be scheduled based on your needs. You will receive an inspection checklist showing the condition of each unit. The program is available for all makes, models, and age of equipment, and includes a fixed price per unit on each visit.

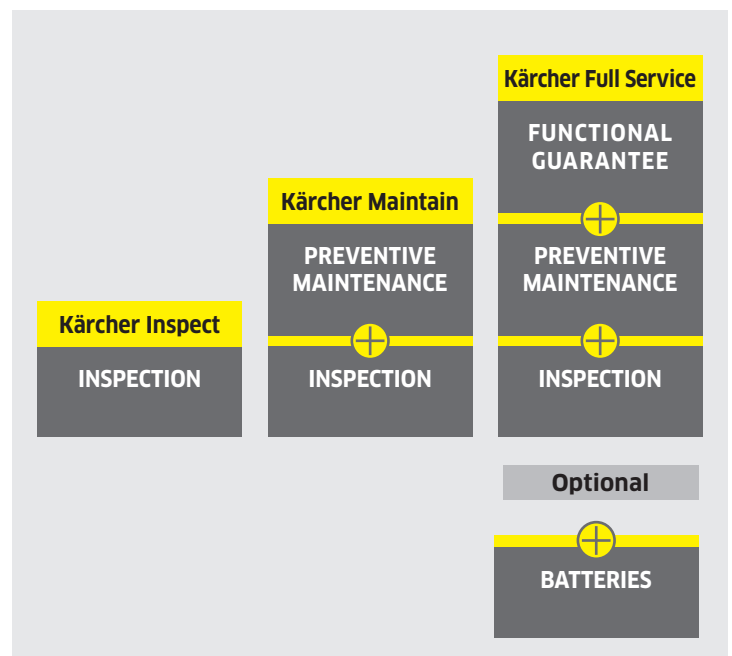
Kärcher Maintain

Kärcher Maintain is a fixed price planned maintenance program that is available for all Windsor Kärcher Group and Kärcher floor care equipment. Planned maintenance visits are included with a monthly fee.

Kärcher Full Service

In addition to the services included in Kärcher Maintain, with the Kärcher Full Service program you get a functional guarantee ensuring the safe, economical, and reliable operation of your machine. If your machine malfunctions, we will prioritize the service within regular business hours** and repair it as quickly as possible. You will have full cost control. Breakdown repairs with a labor/travel/trip charge and spare parts are included with your monthly fee. Exclusions apply. You will also have the option to add battery replacement for an additional fee.

*Regular business hours are Mon to Fri 8am to 5pm local time zone





SERVICE FOR ALL BRANDS.

Use our Kärcher All Brands Service for the repair and servicing of machines from other manufacturers.

Kärcher Service is your floor care solution for best-in-class service, maintenance programs, and asset management tools. No matter the brand of your equipment, we're here to provide you premium service to get your machinery back to functioning effectively.

Contact us today for more information:

**service@karcherna.com
877-KARCHER (527-2437)**

FREE EQUIPMENT INSTALLATION & TRAINING.

Upon delivery of your new Kärcher equipment order, please contact Kärcher Service to schedule your free equipment installation and training appointment. This includes packaging inspection, uncrating equipment, assembling equipment, machine operation, adjustments, staff training, installation checklist, and packaging clean-up and disposal. Contact us today for more information.



Please contact us for more information:

Kärcher North America

4555 Airport Way
Denver, CO 80239
U.S.A.

Phone 877 - KARCHER
877 - 527-2437

Email service@karcherna.com
www.karcher.com/us