

## Contract Cleaning - A Partnership Development

Times are changing in the retail industry, Supermarkets are staying open all night, customers expect extremely high quality – and clean floors are strongly associated with increased impulse buying.

Retail cleaners are no strangers to the high demands of their customers.

In the retail cleaning sector, quality and service go hand in hand.

That's why retail cleaners need cleaning equipment to be state-of-the-art, and as dependable as possible. Service contracts offered by Nilfisk-Advance provide retail cleaners with professional, round the clock cover, allowing them to meet their customers expectations.

The partnership process with Compass Cleaning Ltd., a major Contract Cleaning customer in the UK, continues to develop following the supply of floor-care equipment to 101 Retail sites in the South East of England.

Compass employs more than 11,000 staff and provides outsourcing services to more than 600 organisations.

Compass opted for a three year, all inclusive maintenance package from Nilfisk-Advance.

A unique feature of the package is that Nilfisk-Advance offered Compass a fixed cost for the length of the contract, a point that is often requested by companies in the Contract Cleaning sector.

Nilfisk-Advance's full service package is supported by direct Service Technicians working closely with a network of dealers located throughout the UK.

### Contract Offer -

- Four Service Visits / Year
- Same Day Response
- Weekend Service Provision
- Loan Equipment Provided
- Interim Visits Inclusive
- Parts Inclusive
- Battery Replacement Inclusive
- Electrical Safety Test
- Dedicated staff at Head Office

The contract will include an internet report system which will keep the customer informed of all activity carried out by Service technicians at each of the Compass sites, this means that local training issues can be highlighted quickly.

With the full service contract from Nilfisk-Advance, Compass can concentrate on what they do best: deliver retail cleaning of the highest standard to supermarkets and other multiple retailers.

## Global cover - within hours

### European cover

Only a phone call away, Nilfisk-Advance has 180 trained, professional service technicians in the field throughout Europe. Supported by authorised service dealers, same day coverage of emergency calls is virtually guaranteed.

This dedication to offering the best possible support on the machines we supply is a key element in the overall commitment to quality in all phases of the Nilfisk-Advance operation.

### Coverage on other markets

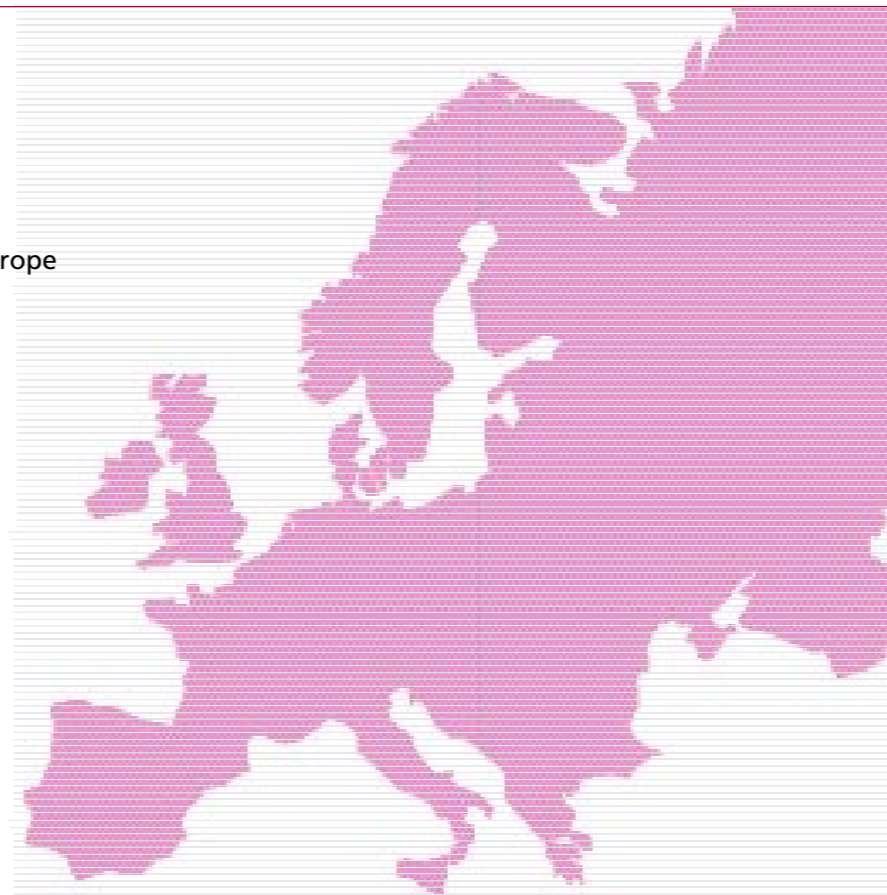
We offer different optional service and preventative maintenance contracts adapted to the local conditions. Through these agreements we can minimise the risk of downtime as well as extend the lifetime of the machines.

Since the service packages are adapted to the conditions in each country, your local Nilfisk-Advance representative can give you detailed information of the service package available.

### Local cover

In the UK, service support is an equally important part of Nilfisk-Advance's overall programme. We offer a 24 hour call out, as well as weekend service throughout the year. The company's hotline service ensures the speediest response. The comprehensive cover given through the close co-operation between local, national and even international service support systems makes Nilfisk-Advance a partner you can trust.

- Finland
- Norway
- Sweden
- Denmark
- Ireland
- England
- Holland
- Belgium
- Germany
- France
- Austria
- Switzerland
- Italy
- Portugal
- Spain
- Greece
- Turkey
- Poland
- Eastern Europe



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## SERVICE

Each and every day, all year round



# A unique service offer - each and every day - all year round

The Nilfisk-Advance service concept is focused on optimising the productivity and efficiency of our customer's business. We know that the success of a business means operating day after day without unnecessary breakdowns and production stops - each and every day, all year round.

With our service back up we make sure that our customers can focus on their core business.

With the chain of unique support functions, Nilfisk-Advance provides the customer with a dynamic service solution ranging from the professional customer service over technical repair service and hands on machine training.

## Call Centre and Technical helpdesk

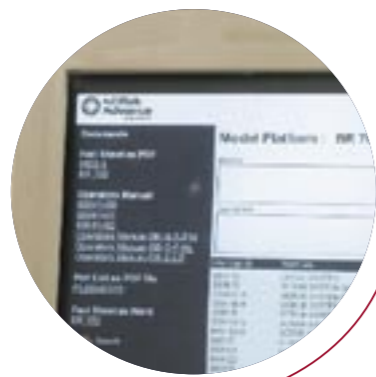
Always individual and professional help by well trained employees.



Call Centre



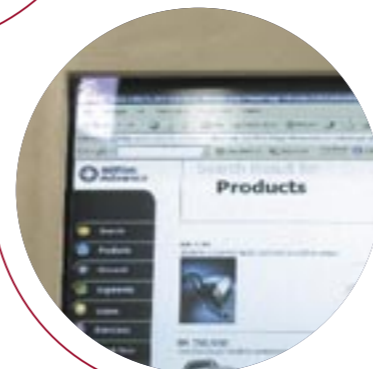
Service van



Webparts



Training centre, Italy



e-learning



Mobile service vehicles



Service technicians

## Service van

Our large fleet of service vans provides excellent cover throughout all our markets. This ensures fast response time and supports the customer's requirement for machine up-time.

## Web parts

Online technical information database with direct access to: Part numbers - User manuals - Assembly instructions - Fact sheets - Electrical diagrams - Exploded drawings. All features allowing for an efficient workday.

## Training and learning

To ensure that our service personnel always possess the latest knowledge within their areas we have established a state of the art training centre in Italy. In addition we have developed a unique e-learning concept with online tests and training.

## Mobile service workshops

Our specially designed service vans function both as mobile inventories of spare parts and advanced workshops. This ensures high flexibility and a high first time fix rate.

## European Distribution Centre

Central stock for spare parts and accessories with daily shipment across Europe.

## Service technicians

Our 180 service technicians are a combination of technical problem solvers and instructors. They are the customer's sparring partner when it comes to fixing of technical problems, upgrading of existing equipment or for general advice on new replacements.

- Spare parts on location from the service technician's service van
- Meeting customers on time
- Experienced and well-trained technicians
- State of the art training facilities
- Large fleet of service vans
- Regular service checks that allow for preventative maintenance
- Minimal risk for work stoppage and maximum machine uptime
- Extended machine lifetime
- Minimised risk of downtime and damage

# Our Service Contracts ensure that up time is maintained at the highest possible standard

Our service contract offer is based on the competence and experience built up over many years. Combined with the extensive knowledge about cleaning applications and the cleaning industry in general, we feel confident that the service contracts we offer cover the needs of our customers.

We understand that the key to success for our customers is to minimise the machine down time, gaining efficiency and keeping cost down. When signing a service contract you will benefit from our preventive maintenance programme, keeping your Nilfisk-Advance machine in first class working condition.

## The contract:

### Full Service + Contract

Labour	✓
Travel	✓
Spares	✓
Wear parts	✓
Response time	24 hours
Visits	Min. 4

### Full Service Contract

Labour	✓
Travel	✓
Spares	✓
Wear parts	
Response time	24 hours
Visits	Min. 4

### Standard Service Contract

Labour	✓
Travel	✓
Spares	
Wear parts	
Response time	24-72 hours
Visits	Min. 2

### Subscription Contract

Labour	
Travel	
Spares	
Wear parts	
Response time	24-72 hours
Visits	Min. 1

A total coverage package, offering full maintenance and service at a known fixed cost. Maximising productivity for the equipment at a price that can be budgeted for. An ideal solution for customers where intensive daily cleaning is required.

Offering full maintenance and service providing the customer with peace of mind. Worn and damaged parts are repaired and replaced before the machine breaks down. Optimal for customers who clean daily.

This contract provides regular preventative maintenance visits to allow for potential problems to be solved before they arise. The price includes labour and travel cost but not parts fitted during the visit.

By entering a subscription contract, the customer agrees to a minimum of one maintenance visit per year. Customer's benefits from the professional inspection of the machine by a trained Nilfisk-Advance technician.

## The options:

In addition to the standard terms of the four contract types, Nilfisk-Advance can offer the following extra options:

- Possibility for weekend cover
- The loan of a machine until the customer's own machine is back in operation
- 24 hour service
- Same day response time
- Rental and leasing solutions combined with full service contract

## Also available:

On site training and installation, maintenance and troubleshooting posters.

