

PUR-O-ZONE™



CLEANING EQUIPMENT MAINTENANCE



WE ARE ALWAYS HERE
TO HELP YOU CLEAN BETTER.



REPAIR SERVICES ARE INTEGRAL TO THE PUR-O-ZONE COMMITMENT



Our in-house and field repair staffs are equipped, experienced and certified to service a wide range of cleaning equipment brands and models. Repair services are one of PUR-O-ZONE's core competencies.

PUR-O-ZONE's 3,000 sq. ft. repair department and staff in Lawrence have been widely recognized by both manufacturers and customers for service excellence. To assist you, we have Advance-Nilfisk Certified AAA Master Technician status on board, and are also the official Advance-Nilfisk installer of new equipment for Kansas. Many of our western and southern Kansas customers are served through our centrally-located Hutchinson facility.* Our staff has scores of hours of manufacturer training under their belts, both on-site and at manufacturer plants.

**Hutchinson phone 844-320-6123*

Average experience of senior repair staff exceeds 17 years as industry service veterans on all major makes of equipment.



PUR-O-ZONE VIGILANT

BEST OVERALL VALUE

PLANNED MAINTENANCE SERVICE

The overall most cost-effective way to maintain cleaning equipment is through preventive, or planned maintenance.

Planned maintenance (PM) has several advantages:

- Problems are handled before they result in "sympathetic" problems.
- Keeps equipment more ready for use, so people costs aren't increased by using ineffective equipment or by waiting for repair.
- Helps the equipment produce better results.
- Equipment lasts longer, lowering the lifetime cost of ownership.
- People are more productive when problems are spotted timely.
- Replaces trip charges.
- [Sign up at: purozone.com/planned-maintenance-sign-up](http://purozone.com/planned-maintenance-sign-up)

COVERAGE

During each PM visit, a specific checklist of items are looked into for that specific category and model of equipment. Routine minor maintenance items are handled as the list is checked. For example, if a squeegee on a rider-scrubber should be flipped, that will be done. If the squeegee should be replaced, it will be placed on the resulting estimate. These services are included in the PM base charge.

ESTIMATE

You will receive an estimate for any needed repairs on the equipment for approval. Once approved, parts will be ordered and a return visit to do all essential work will take place. The cost assembled in the estimate assumes no hidden issues are uncovered as the equipment is disassembled for repair. In about 70% of cases, no hidden issues exist. In about 30% of cases, once the initial area of concern is exposed and available for complete inspection, a related or additional area is found. Planned maintenance generally minimizes hidden damage and repair costs through professional, scheduled inspection.

CHARGES

Base charge per item of equipment, plus any later trip charge (one-way), hourly rate and parts.

PM FREQUENCY

Chosen based on frequency of use of the equipment. We will make a recommendation in most cases, but frequency is selected by the customer:

- 3-month 4-month 6-month Annual



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PUR-O-ZONE RED CARPET EQUIPMENT REPAIR SERVICE

You can deliver your corded electric equipment or vacuum to our Lawrence or Hutchinson facilities, or we can pick up the equipment in many population centers of Kansas and the Kansas City area for a nominal fee.

Our staff specializes in Advance-Nilfisk, Nobles-Tennant, Kaivac, ProTeam, Host, Tornado and Viper repair. Most frequently used parts are already stocked in our large parts inventory adding speed to our response. In addition to specialty product lines, we are capable of servicing and obtaining parts at competitive pricing for all major equipment brands. Our staff is among the first in the United States to plan for repair capabilities in the field of autonomous cleaning equipment and robotics.

CHARGES

Hourly rate plus parts, nominal pick up and delivery fees (if available and applicable).

Note: Most ride-on and battery walk-behind equipment is at risk for damage in transportation, and for safety, needs to be serviced on-site with our Road Warrior repair service, described below.

ELIMINATES TRANSPORT RISKS

PUR-O-ZONE ROAD WARRIOR ON-SITE REPAIR SERVICE

If transporting your equipment provides challenges, if your equipment is ride-on or battery walk-behind, or if you simply prefer your repairs to be made on-site so your automation is available again as quickly as possible, our trained field staff can assist you at many locations in Kansas and western Missouri. Our extensive repair and installation staff can generally service your equipment as quickly as anyone in the region. The experience level of our field staff helps make service visits more efficient and effective, keeping your costs lower.

To help us provide you with the most productive first service visit, please use our on-line system for submitting repair requests at purozone.com/schedule-repair. That system helps remind you of important information that just might help save a two-part service call. After your request is submitted, we'll call you back to make final arrangements.

CHARGES

Trip charge (an approximation of our hourly rate, one-way), hourly rate, plus parts. Return trips to complete service require additional trip charge.

