



Kaivac Introduces Nationwide Technical Support and Rapid Repair Options

Kaivac has expanded its technical support and repair capabilities in order to offer rapid problem resolution and equipment repair anywhere across the United States. In addition to its already established network of distributors and service centers, Kaivac now offers additional service and repair options, including:

- Toll-free troubleshooting and diagnostics
- Phone-assisted field repair
- Factory repair by Kaivac
- Rapid Response “swap out” program
- Repair through independent service networks

Kaivac’s goal is to resolve operational and equipment issues in the quickest and most efficient manner possible so that service disruptions are minimized.

Expanded Toll-Free Technical Support

The cornerstone of this program is an expanded toll-free Technical Support department that is equipped to handle usage, operational and technical questions and problems from users, distributors and partners.

When a customer calls the toll-free support line (1-800-287-1136 option XX), a Technical Support Specialist either answers the question(s) or begins the diagnosis of a problem. If necessary, the Technical Support Specialist leads the caller through tested troubleshooting steps. Kaivac’s support team has been able to resolve over 92% of issues over the phone.

The problem is either resolved at this point or may require repair, for which there are several options.

Nationwide Network of Dealers and Service Centers

Kaivac has a well established network of distributors and service centers located across the country. If the user is a satisfied customer of a Kaivac distributor, he/she is encouraged to contact the distributor for repair. If the user does not have a relationship with a distributor, or if the distributor does not have repair capabilities, then the user now has additional options.

Phone-Assisted Field Repair

Kaivac's machines have been engineered for easy repair by non-technical users. Therefore, Kaivac's Technical Support Specialists often lead users through simple repairs over the phone. When a part is required to complete the repair, the most expedient process is usually to ship the part directly to the customer, who then installs it using easy to follow illustrated instructions. If phone assistance is desired during the installation, the customer can contact Kaivac's Technical Support hotline. If the part is under warranty, Kaivac covers the cost of the part and freight. If the part is not covered under the warranty, the customer is responsible for cost of the part(s) and freight.

Factory Repair by Kaivac

Customers can also ship their equipment to Kaivac for diagnostics and repair on a time and materials basis. Because of Kaivac's expertise and fully-stocked inventory of replacement parts, these repairs are turned around very quickly, usually within 48 hours of arrival. Plus, many users have discovered that the cost of freight is often no more than the cost of a local service call. In addition, distributors who either don't have repair departments or who are overloaded can also take advantage of this service.

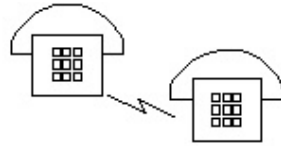
If the repair is covered under warranty, there will be no charge for parts and labor. If the customer has owned the machine less than 30 days, there is also no charge for freight. If the repair is not covered under warranty, then the customer will be responsible for the cost of parts, labor and freight.

Rapid Response Swap out Program

For qualifying organizations, Kaivac has also developed an innovative fixed fee maintenance program designed to minimize downtime. Under this program, when an eligible machine requires repair, Kaivac ships a factory certified reconditioned machine to the customer's location in a reusable skidded container. The customer unloads the unit from the skid, reloads the broken unit in the reusable container, and then ships it back to Kaivac. Kaivac receives the broken unit, checks for damages and missing components and brings broken unit to factory certified condition.

Independent Nationwide Repair Networks

As yet another option for qualified national accounts, Kaivac has also established relationships with multiple independent nationwide repair networks. These organizations are well-trained on Kaivac technologies and have full access to Kaivac's technical resources.



Customer calls Kaivac Tech Support

