



NEW RELEASE

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US PRODUCTS INTRODUCES INTERACTIVE ONLINE TROUBLESHOOTING GUIDE

Coeur d' Alene, Id—June 22, 2007—Carpet cleaning professionals and facility managers who use extractors, floor care, and restoration equipment, along with tools and accessories manufactured by U.S. Products, can now find solutions to equipment problems with the company's new 24/7 online Troubleshooting Guide.

The new interactive guide enables visitors to select a specific machine to view an online Specifications Sheet and Operations Manual, as well as download trouble shooting guides addressing the operation of the equipment's various components.

A topic list allows visitors to quickly access particular issues. For quick searching, users can type in a part number for a specific machine and quickly find details on that machine.

"We are convinced this tool will improve convenience for our customers by allowing them to solve virtually any issue quickly and effectively," says Nick Wiebe, marketing manager for U.S. products. "If a particular problem is not addressed in the online guide, or if a user still has a problem, technical experts can be reached by contacting local distributors or U.S. Products directly."

According to Wiebe, one of the key reasons for developing the online Troubleshooting Guide was to address the fact that many carpet cleaners are performing their work at non-traditional business hours, such as late at night or on weekends. Having the guide online means that issues can be resolved any time of day or night and their work can continue.

The guide is available for use by visiting usproducts.com/troubleshooting

Photos/Images: Attached

About U.S. Products a Nilfisk Advance Company

U.S. Products has been manufacturing carpet, drapery, upholstery, restoration, and ceiling cleaning equipment for more

than 25 years. The company is well known for its innovative internal heating systems that deliver 212 degrees at the wand tip, top-quality components, and solid-state circuitry for precise operation and equipment control.

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