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## Kaivac press release

### KAIVAC EXPANDS SUPPORT CAPABILITIES

*Offers Faster, More Efficient Service*

Hamilton, OH - FEB 23, 2005 - Kaivac, the developer and leading manufacturer of No-Touch Cleaning(TM) equipment, is expanding its technical support and repair capabilities to offer rapid problem resolution and equipment repair anywhere in the United States.

The move is designed to resolve operational and equipment issues in the quickest and most efficient manner, minimizing end-customer service disruptions.

*Among the new service features:*

- Expanded Toll-Free Technical Support. A toll free support line (1-800-287-1136 option 2) connects end customers with a Kaivac Technical Support Specialist who can answer service-related questions, diagnose problems, or walk the caller through a variety of troubleshooting procedures. Because Kaivac machines are designed for easy repair by end customers, more than 92 percent of all service problems can be handled and corrected through a phone call.
- In-Factory Repair Service. End customers can ship equipment directly to Kaivac for repair. Turn around time is usually 48 hours and, even with freight charges, repair costs are about the same as those charged by

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local service repair centers. Kaivac distributors may also take advantage of this service and for machines less than 30 days old, there is no freight charge.

- The Rapid Response Swap-Out Program. Under this unique and optional maintenance program, Kaivac ships a factory-certified, reconditioned machine to the customer in a reusable container. The customer unloads the new machine then returns the unit needing repair to Kaivac in the reusable container.
- Independent Nationwide Repair Networks. For national accounts, Kaivac also works with independent repair service centers throughout the United States with technicians thoroughly trained to repair Kaivac equipment.
- Nationwide Network of Dealers and Service Centers. End customers may still take advantage of Kaivac's nationwide dealer and service center network featuring technicians who have been factory-trained specifically to repair Kaivac equipment.

Kaivac service expansion comes in response to the increased popularity of no-touch cleaning, according to Jamie Green, Kaivac technical support manager. "Our machines have always had good service records," he says. "We are just making it better—and faster—than ever before."

For more information, visit Kaivac at [www.kaivac.com](http://www.kaivac.com) or call 800-287-1136

*About Kaivac*

Headquartered in Hamilton, OH, and the originator of No-Touch Cleaning system, Kaivac, Inc., manufactures a full line of No-Touch cleaning products aimed at making cleaning processes safer for people and the environment while preserving quality and cost efficiency. For more information on the company and its products, call 1-800-287-1136 or visit [www.kaivac.com](http://www.kaivac.com).

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