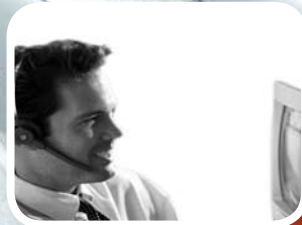


Service



Technical Support



National Presence

Our 46 service technicians offer full UK mainland coverage and are on hand to give you advice, solve any technical problems or upgrade your current equipment.

Continuous training

Our technicians are kept up-to-date with new product development and we carry out in-house training both in the UK and at our European Training Centre to ensure they master the latest technology used in our machines.



Mobile Workshop

Each of our technicians have a workshop-on-wheels equipped with a stock of spare parts and the latest diagnostic equipment to service or repair your equipment.



Hot Line & Technical Support

We appreciate that downtime must be kept to a minimum and can often diagnose and give advice to get your machine up-and-running over the phone. Our technical assistants have the experience and information at hand to help.

Breakdown Service

Nilfisk - specialist experience and know-how since 1906

Nilfisk manages cleaning machines for both blue chip and private companies. With our preventive and remedial service offering, we can propose solutions adapted to both the size of machine used and the type of environment.

The answer is simple: a combination of critical size, know-how and a real willingness to keep our promises.

Today, thanks to the number of machines managed by Nilfisk throughout the UK, we have considerable means and resources to fulfil our customer commitments.



On-site Repairs

After diagnosis over the telephone, if necessary, the technician in your region will arrive as quickly as possible to restore your equipment to full working order.

Planned Services



Contract Commitment

In addition to a professional service and repair arrangement our contracts always include:

- continuous staff training
- advice in terms of daily maintenance

Our different service contracts are adapted to your needs in terms of productivity and the size of your company. Some contract options include travel, labour and even parts to enable you to budget accurately for your equipment costs.

TOTAL Contract

The full contract: we provide you with a machine adapted to your needs, including maintenance and full payment in the form of a fixed monthly instalment.

Full Service + Contract

- ✓ Labour
- ✓ Travel
- ✓ Spares
- ✓ Wear Parts
- ✓ 4 visits (min.)
- ✓ 24 hr response time

Full Service Contract

- ✓ Labour
- ✓ Travel
- ✓ Spares
- ✓ 4 visits (min.)
- ✓ 24 hr response time

SERVICE Contract

We provide 2 to 4 preventive maintenance visits per year: travel expense and labour time are included in the contract.

Standard Contract

- ✓ Labour
- ✓ Travel
- ✓ 2 visits (min.)
- ✓ 48 hr response time

Subscription Contract

- ✓ 1 visits (min.)
- ✓ 48 hr response time

BENEFIT FOR YOU

Through regular maintenance, you ensure your Nilfisk equipment stays in good condition.

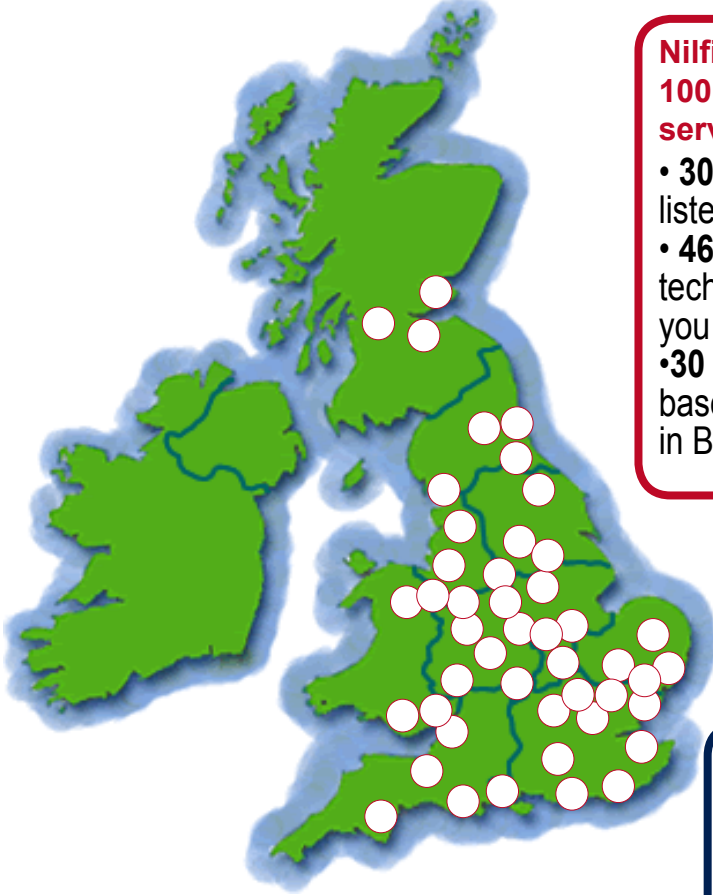
N-sure is our bespoke call management system that operates live time. All engineers carry hand held PDA's that facilitate full Asset Tracking and provides instant communication back to head office. Live time machine and service status information is then available to clients via a web portal.



Worldwide, Nilfisk are present in 100 countries

Need further information or advice?

Before, during or after the sale - Nilfisk is always there for you.



**Nilfisk UK has over
100 staff at your
service:**

- **30** sales people there to listen and advise you
- **46** after-sales service technicians on the road for you
- **30** customer care staff based at our head office in Bury St. Edmunds

Contact us:

T 01284 763163

F 01284 750562

E mail.uk@nilfisk.com

W nilfisk.co.uk

Nilfisk, a full range of professional, commercial and industrial cleaning solutions.

- Commercial and industrial vacuum cleaners
- Scrubber/dryers, ride-on and walk behind
- Sweepers and Road Sweepers
- Single disc rotary floor machines and burnishers
- Carpet care machines - injector/extractor & spot cleaners



Nilfisk
setting standards