

THE SURTEC SYSTEM

**A Complete Mobile Equipment Repair
& Planned Maintenance Service
for Janitorial Maintenance Equipment
& Battery Powered Shopping Carts**



ONE Number to Call

1-800-870-5050

Toll Free Service Direct

**Corporate Offices & Manufacturing Facility
1880 N. MacArthur Drive, Tracy, CA 95376
Toll Free 800.877.6330**

www.surtecsystem.com

Surtec understands what the word "Service" means

At Surtec, we understand that minimum equipment downtime is imperative to any floor maintenance program. Recognizing this, Surtec has developed the most efficient in-field service department that addresses your equipment service and repair needs. We offer a complete dependable service and PM program at the lowest cost possible, helping you to reduce your total cost of cleaning.



C.O. testing available for propane-powered equipment from each of our technicians.

Factory Trained Techs
All Surtec Service Techs are factory trained on all types of Janitorial Service Equipment, Battery Powered Shopping Carts and Cart Retrieving Equipment.



The Advantages of Planned Maintenance on Janitorial Equipment

Our historical experience of the cost savings between PM service vs no PM service is as follows:

A comprehensive PM service program is the most economical overall for reduced cost, less down time and prolonged life expectancy of your equipment.

Although there is an obvious additional cost for the PM service, we have found that the average total overall repair costs on a piece of equipment over an extended period of time is significantly reduced by 15 to 25 percent. Minor problems are detected and corrected on a PM service before they become a major problem and need to be addressed on a service call request.

One of the major costs incurred on equipment due to lack of PM service is a drastic reduction of battery life due to under filled batteries or batteries that have been filled with tap water. In addition, another case of major repairs or engine replacements on propane powered buffers is the lack of changing engine oil or running the equipment low on oil and not cleaning the filters on a regular basis.

Your equipment will run longer and at a reduced cost if properly maintained.

The Surtec service department has several convenient ways to place a service request.

A service request can be placed online at our website www.surtecsystem.com through the Equipment Parts/Service/Repair portal using the Service Request Form and submitted instantly online.

The service request form can be filled out and faxed to our Service Direct fax line (209) 820-3795.

A service request can be phoned in to our Service Direct toll free phone line (800) 870-5050.

Each call goes directly to our service dispatcher where all of the information is logged into our database and immediately dispatched to the nearest technician in that area. At the time the call is placed, our dispatcher will request specific information, ie., store location, address, contact person at the location, phone number, the type of equipment needing service, a detailed outline of the required services needed, and a P.O. number if required.

If parts are needed to complete the repair, they are ordered from our parts department and shipped directly to the technician to speed up the repair time. The parts department logs the parts status and any additional information, so the coordinator is aware of the status of each call at all times.

When each call is completed, the call is placed into the completed call database, where the information is stored. This database provides an accurate repair history of each machine serviced and can be used for the tracking program.

The Surtec Service Department Tracking Program

At Surtec, we are constantly trying to create and promote value added services for our customers that set us apart from other service companies.

The Surtec Service Department has developed a tracking program that will assist our customers in physical equipment tracking, repair history and a true cost of ownership.

How this tracking program works:

1. When a service technician completes a repair of PM for the first time, a Surtec tracking decal is affixed to the machine.
2. The tracking number and the date of purchase (if available) are logged onto the decal.
3. The tracking number is then engraved onto the machine in case the decal is removed or defaced.
4. As repairs or PM's are invoiced, the equipment repair information is stored in our database.

This information can be printed or viewed in several ways, by a specified range of dates:

1. By the total of each repair or PM
2. By labor billed only
3. By parts sold only
4. The entire repair history of the machine



Tracking Decal

Surtec Parts Inventory

Surtec maintains a repair parts inventory in excess of \$500,000 between our Service Vans and Tracy Service Center to provide excellent and timely repairs.



Our Service Department is the Authorized Warranty Service Center for over 52 major manufacturers of equipment.

Any equipment that requires approval warranty repairs will be billed directly to the manufacturer, further reducing your repair costs.

This applies to all approved warranty repairs whether the equipment was purchased from Surtec, directly from the manufacturer, or any other distributor.

Examples of Services on a Planned Maintenance Program

AUTO SCRUBBER SERVICE POINTS

1. CHECK ALL SWITCHES & GAUGES
2. INSPECT ALL WIRING & CONNECTIONS
3. LOAD TEST BATTERIES
4. HYDROMETER TEST BATTERIES / FILL CELLS AS NEEDED
5. CLEAN & TIGHTEN ALL BATTERY CONNECTIONS
6. SPRAY ALL CABLE ENDS WITH PROTECTANT SPRAY
7. CHECK CHARGER PLUGS FOR DAMAGE
8. CHECK CHARGER FOR PROPER OPERATION
9. CHECK VAC MOTORS FOR PROPER OPERATION
10. INSPECT / CLEAN / REPLACE VAC FILTERS
11. CHECK FLOAT ASSEMBLY FOR PROPER OPERATION
12. INSPECT ALL VAC HOSES & DRAIN PLUG
13. CHECK ALL VAC SYSTEM GASKETS & SEALS
14. CHECK TANKS FOR CRACKS OR LEAKS
15. CHECK SOLUTION VALVE(S) FOR PROPER OPERATION
16. INSPECT ALL SOLUTION LINES & CONNECTIONS
17. GREASE ALL ZERK FITTINGS
18. LUBRICATE ALL PIVOT POINTS
19. CHECK & TIGHTEN ALL NUTS / BOLTS
20. INSPECT SQUEEGEE BLADES - CLEAN/ROTATE/REPLACE
21. ADJUST SQUEEGEE ASSEMBLY AS NEEDED
22. INSPECT WHEELS FOR WEAR ON TREAD & BEARINGS
23. CHECK BRAKE SYSTEM FOR PROPER OPERATION
24. INSPECT ALL BELTS & ADJUST
25. INSPECT DRIVE CHAIN / ADJUST / LUBE AS NEEDED
26. CHECK PAD DRIVE MOTOR BEARINGS & MOTOR BRUSHES
27. CHECK ALL SPLASH GUARDS & SKIRTS
28. CHECK ALL PAD DRIVERS & PAD RETAINERS
29. CHECK ALL PHASES OF OPERATION
30. WIPE DOWN ENTIRE UNIT WITH CLEANER

BATTERY POWERED SHOPPING CART SERVICE POINTS

1. CHECK ALL SWITCHES & GAUGES
2. INSPECT ALL WIRING & CONNECTIONS
3. LOAD TEST BATTERIES
4. HYDROMETER TEST BATTERIES / FILL CELLS AS NEEDED
5. CLEAN & TIGHTEN ALL BATTERY CONNECTIONS
6. SPRAY ALL CABLE ENDS WITH PROTECTANT SPRAY
7. CHECK CHARGER PLUGS FOR DAMAGE
8. CHECK CHARGER FOR PROPER OPERATION
9. GREASE ALL ZERK FITTINGS
10. LUBRICATE ALL PIVOT POINTS
11. CHECK & TIGHTEN ALL NUTS / BOLTS
12. INSPECT WHEELS FOR WEAR ON TREAD & BEARINGS
13. INSPECT DRIVE CHAIN / ADJUST / LUBE AS NEEDED
14. CHECK PAD DRIVE MOTOR BEARINGS & MOTOR BRUSHES
15. INSPECT PAD, SHROUD, SKIRT & VAC BAGS
16. CHECK PAD RETAINERS & PAD DISC
17. CHECK ALL PHASES OF OPERATION
18. WIPE DOWN ENTIRE UNIT WITH CLEANER

Reducing your total cost of cleaning includes a planned maintenance program.