



## Service Battle Card

### Koester Service Capabilities

- Factory Trained Technicians
- OSHA/Confined Space Certified
- Certified Operators: Water/Wastewater
- (13)Dedicated Service Vehicles
- Two Locations NY/NJ
- Service All Types/Manufacturers Water/Wastewater Equipment
- 24/7 Emergency Response
- Preventive Maintenance
- Aeration Gas Cleaning
- Laser Alignment
- Vibration Analysis
- Troubleshooting
- Asset Management/Evaluation
- Flow Studies

### Koester Retrofit Advantage

- Turnkey Asset Renewal
  - Piping Rework
  - Complete Pump Station Rehabilitation
  - Equipment Replacement
    - Pumps/Grinders
    - Blowers
    - Valves
    - Chemical Systems
    - Process Systems
    - Mixers
    - Grit systems
    - Screen Machines
  - Equipment Rehabilitation
    - Pumps/Gearboxes
    - Blowers

### • System Upgrades

- System Automation
  - Valves
  - Processes
  - Controls
- Communications
  - Dialers
  - Remote Alarming

### Koester Start-up Services

- Factory Certified Start-up
- Factory Certified Training
- Recommissioning Services
- Process Startup

### Koester Operations

- Process Evaluation
- Troubleshooting



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### Competitors

- **Siewert**—Service pumps, process equipment, mixers, blowers, and valves. Similar offerings, closest in origination structure. Likely to be used for comparison quote.
- **Gartner Equipment**—authorized service depot for many pump, air compressors, and spray equipment lines.
- **Glauber**—Advertise a comprehensive repair/support for “fluid handling” equipment
- **Shrier Martin**—Advertise ability to repair all pumps.
- **Corrosion Products**—Advertises installation, maintenance and repair capabilities.
- **Pioneer Pump**-advertises aftermarket parts for Vogelsang and John Crane
- **Grundeen & Associates**—nothing under services
- **W2O**-Offers similar service often plagued by poor customer service. Likely to be used for comparison quote.

### Pain Questions

- **Emergencies:** “I need someone out here yesterday”! Criticality assessment and response needs to take into account our available resources, Talking a customer through switching to the back-up pump or resetting a VFD, may buy us time to respond and will definitely go a long way with the customer. Remember always under promise and over deliver.
- **Cost:** “Why are you more than the other guy”? Explain we pay our techs prevailing wage, in accordance with the Law and not all our competitors do. Always explain we never walk away, when we take on a job we are there until it is done and done right.
- **Root Cause:** “This still isn’t working, what are you going to do about it”? Always verify repair approach. Customer may think he knows what is wrong and ask for a quote for specific services, but find out it was something else. It is important we invest resources into verifying customer input before proceeding with repairs. Still will happen, remember to reassure customer we are taking a systematic approach and will not stop until the issue resolved.

### Success Stories

(Add small narrative for each)

- **Brocton NY**
- **Nine Mile**
- **Destiny USA**
- **Potsdam**
- **Penn Yan**
  - Replaced 6 RBC’s
- **Pump Station Service**
  - Perform Tech Checks for 48 Municipalities.
- **Sanitaire Aeration Systems**
  - Gas Cleaning Services for 58 Municipalities
- **Seneca Foods**