

# Betco<sup>®</sup> Equipment Service

Nationwide Focus on Your Success



**BETCO<sup>®</sup>**



## Service Built Around You

Betco® has always focused on innovating for the success of cleaning professionals. These innovations extend across a full line offering of floor care equipment. Additionally, Betco's equipment is paired with world-class service that focuses on maximum uptime and asset return at the lowest cost of ownership.

For you, this means:

- Increased performance
- Enhanced satisfaction
- Reduced downtime
- Reduced capital and expense cost

## Uptime is the Best Time

When machines are running smoothly, your performance shines and days are better. With first-time completion rates of 70%, Betco's service is designed to keep your operation online through:

### High Service Coverage

- 500 service techs in 50 states and Puerto Rico

### Superior Service Level

- Phone support from 8:00 - 4:30 EST with Email & Web Forms that can be submitted 24/7
- General service: technician onsite within 24 - 48 hours
- Emergency service: technician onsite within 24 hours
- Preventative Maintenance (PM) programs

### High Quality Technicians

- Trained and seasoned technicians for repairs and installation services
- Measured and tracked performance metrics





## Machines Last Longer

With Betco's vast experience in building successful, full-scale facility care programs, we know that machine investments are those that need to pay back with maximum asset return. Betco's equipment service program focuses on this with elements like:

### Professional Machine Maintenance

- Keeps machines running longer
- Ensures machine delivers top performance

### Asset Reporting & Metrics

- Equipment histories, cost of ownership data and custom reports

### Asset Inventory Management

- Warehousing, refurbishment and redeployment
- Logistics management and movement tracking

## Bottom-Line, It's Your Bottom-Line

Keeping your operating costs in check is tough to do without a partner like Betco Service. And, machine ownership is not a sprint, it is a marathon so you need a partner that delivers:

### Warranty & General Maintenance Service

- Many issues handled with free phone troubleshooting
- Fully audited repair invoices and high first-time repair rates

### Exception Reporting

- Know trouble machines and locations to address higher costs

### Fixed Cost and Not To Exceed (NTE) Service Options

- Highly predictive maintenance costs
- Easily managed budgets and P&L's

### Full Service Lease Program Options

- One payment, no worries - move from capital ownership to managed expense



## Betco Genuine Service Parts

To ensure longevity and top performance, Betco Service utilizes original equipment parts whenever possible. This supports our focus on maximizing uptime and asset return at the lowest cost of ownership which gives you peace of mind.

## 24/7 Convenient Access

Don't worry, we know machines work abnormal hours and Betco Service is there for you. Utilize any of these convenient ways to access service support:

- Free toll-free troubleshooting phone support: **855-258-7408 (M-F, 8:00 AM – 4:30 PM EST)**
- Email: **[BetcoSupport@betco.com](mailto:BetcoSupport@betco.com) (24/7)**
- Web Form: **[www.betco.com/servicerequest](http://www.betco.com/servicerequest) (24/7)**



Cleaning Innovations That Matter.

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