

# Support subscription

## Remote Maintenance

---

### 1.000-hour service interval remote maintenance

- I. Pre video call - identify wear parts and prepare service
- II. Customer maintenance execute service
- III. Post video call - Follow up on service

---

### 250-hour interval remote maintenance

- I. Video call (if needed.) - Inspection, testing, and greasing

---

### Emergency Support

- > Access to support material / videos through member login
- > Access to Global Support service team | Opening hours 6am - 12pm (CST)

---

### Customer training

- > Annual on-site training @ customer / convention center if 5+ subscriptions.
- > Access to quarterly webinar training if less than 5 subscriptions
- > How to optimize wash result

---

### Extended warranty (24 months)

---

### Voucher for spare parts

- > Value \$500 towards 1000 hour service interval parts
- > Discount 20% on all other spare parts

---

### Free software updates

---

### Increased reliability

---

### Retain equipment value and efficiency

## Contact details

Magnus Leth

VP - Washpower Inc

+1 312 900-1703 | ml@washpower.com