



You pick the tools, we'll cover the rest...

# Cleaning Productivity **MADE SIMPLE**

Numatic

We believe **cleaning floors** should be **simple**, it's about having the **right equipment** and **right support**, it really doesn't have to be more complicated than that. **Simple** cleaning, **complete** support.

- Site **Survey**
- On-site **Demo**
- **Installation** and **Training**
- **Servicing, Breakdown** and **Health Checks**
- **Digital Training, Maintenance** and **Guides**
- Refresher **Operator Training**





We work with you at **every turn**, equipping you with all you need to maintain the **highest cleaning standards**.

For **extra peace of mind**, our full-service contracts cover you for any **accidental damage or breakdowns**, including two visits every year to service your machine.

- Dedicated **Sales and Technical** Support
- **Tailored Product** Development
- Manufactured in the **UK**
- Over **½ Million** Spare Parts in Stock
- Product **Training**





## Numatic Nu-Assist

Providing training is not always straightforward, and can be time-consuming, complex and costly.

Nu-Assist offers the benefit of online training, through a simple, versatile, and user-friendly solution, resulting in increased cleaning performance and productivity.

### How it works

1. Scan the QR code on the machine
2. Open in Mobile Browser
3. View Quick Start Videos
4. Carry out maintenance checklist
5. Complete operator training

Or Download the App...



## ServiceCare MAINTAIN



**Getting** Started



**Operator** Training



**Specialist** Support



**Service** Visits



**Fitting** of Consumables





## Getting Started

Our expert team will install each FloorCare model and provide set-up training to your team on-site. They'll also give your team the know-how on how to clean and maintain the equipment to keep it working at it's best.



## Operator Training

We'll provide operator training on how to achieve the best cleaning results with a face-to-face session twice a year. All the latest training and troubleshooting is also readily available using the multilingual Nu-Assist App.



## Specialist Support

From the initial call, you'll be in contact with a specialist FloorCare customer care agent, personally dealing with your case within 2 hours\*. Many calls are resolved during initial consultation with our triage system to help get you back on track with support over the phone.



## Service Visits

To keep you and your team running, you'll receive an on-site service visit twice a year from one of our engineers. The service visit will ensure optimum operation and maintenance of your equipment to provide the best cleaning results day in, day out.



## Fitting of Consumables

To maintain maximum performance, we'll fit consumables during each service visit. Fitting provided upon purchase of consumables to include brushes, squeegee blades and filters.



# ServiceCare PROTECT



Our **Protect** Package gives you all the peace of mind of our **Maintain** Package offering and support, with all these extra services.



**Ongoing Training**



**Onsite Support**



**Complete Cover**



**You Stay Cleaning**





## **Ongoing** Training

We'll keep your team up-to-date on how to achieve the best cleaning results with a face-to-face training session, delivered on-site upon request. All the latest training and troubleshooting is also readily available using the multilingual Nu-Assist App.



## **Onsite** Support

If a problem should occur, one of our expert team members will be with you within 48 hours to get you up and running again. Our engineers come equipped and are ready to go, carrying the necessary equipment and spares to fix a majority of problems on-site.



## **Complete** Cover

Our complete cover gives you peace of mind for the 3-year period with all parts, labour and fair usage included.



## **You Stay** Cleaning

In the event that we're unable to fix your machine on site, we'll provide you with a similar machine minimising any disruption until yours is repaired.





# Service ENGINEER CHECKLIST

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With each **Service Visit**, you can be assured **everything** will be covered with a comprehensive **Engineer Checklist**.

Checks include:

- Cables
- Handles
- Controls
- Cleaning Speed
- Brakes
- Motors
- Filters
- Vacuum Hoses

		Pass	N/A	
BRUSH SYSTEM	1.	CHECK MOTOR/S RUN TO SPEC		
	2.	CHECK GEARBOX TYPE AND CHECK CHUCK/S MOVE FREELY		
	3.	OIL LOCKING BALLS ON OCTO CHUCK IF FITTED		
	4.	CHECK BRUSH DRIVE ASSY (CYLINDER MACHINES/ TWIN brush CRG/TRG)		
	5.	CHECK MOTOR FAN RUNS TO SPEC		
	6.	CHECK E STOP SWITCH		
	7.	CHECK BRUSH / DECK LIFTING MECHANISM		
	8.	CHECK PRESSURE PEDAL (TGB8572/TGB6055)		
	9.	RECORD TYPE OF BRUSH/BOARD AND CHECK CONDITION		
SOLUTION SYSTEM	1.	RECORD TYPE OF TANK INCLUDING FILL HOSE/CAP/FILTER AND DRAIN HOSE/CAP		
	2.	CHECK CONDITION OF TANK INCLUDING FILL HOSE/CAP/FILTER AND DRAIN HOSE/CAP		
	3.	CHECK WATER IN TANK IS CLEAN		
	4.	CHECK TANK OUTLET FILTER/S		
	5.	CHECK TAP OPERATION		
	6.	CHECK SOLUTION TUBES ARE CLEAN AND FREE FROM BLOCKAGES		
	7.	CHECK OPERATION OF SOLENOID OR PUMP/S		
	8.	CHECK OPERATION OF SYSTEM WITH CLEAN WATER (ANNUALLY)		
SUCTION SYSTEM	1.	FLUSH DOSING SYSTEM WITH CLEAN WATER (ANNUALLY)		
	2.	CONFIRM GOOD WATERFLOW THROUGH SYSTEM AND NO LEAKS		
	3.	CHECK VAC MOTOR OPERATION		
	4.	CHECK CONDITION OF TANK/S		
	5.	CHECK CONDITION OF SEPARATOR/LID & SEAL		
	6.	CHECK FILTER		
	7.	CHECK VACUUM HOSE/S		
	8.	CHECK FLOOR TOOL, INC BLADES		
BATTERY / CHARGE SYSTEMS	1.	CHECK FLOOR TOOL LIFTING ASSY		
	2.	CHECK FLOOR TOOL SWITCH & CUT OFF TIME (TTV'S/TRG/TGB6055)		
	3.	CHECK FLOAT SWITCH & CUT OFF TIME (TTV'S/TRG/TRG)		
	4.	CHECK CHARGING LEAD (TTGB/TTV/TRG/CRG)		
GENERAL CHECKS	1.	CHECK CHARGE POWER LIGHT		
	2.	CHECK CHARGE CONNECTIONS (INC FUSES/TRIP)		
	3.	CHECK BATTERY RUNS TO SPEC (AC/DC Load) AND CHARGER LIGHTS WORK		
	4.	CHECK MAINS CABLE (FM'S/TT/TTQ)		
	5.	CHECK MAINS POWER LIGHT / LENS (FM'S/TT/TTQ)		
	6.	CHECK HANDLE ADJUSTMENT & OIL ADJUSTMENT GEAR		
	7.	CHECK HANDLE DOESN'T OPERATE WHEN UPRIGHT (FM'S)		
	8.	CHECK ALL CONTROLS WORK CORRECTLY		
	9.	CHECK ISOLATOR/KEY SWITCH (TGB/TTV/TRG/CRG)		
	10.	CHECK WARNING LIGHT (RIDE-ONS)		
	11.	CHECK HORN SWITCH (RIDE-ONS)		
	12.	CHECK SEAT ADJUSTMENT & SWITCH (TTV/TRG) OR SEAT SENSOR (CRG)		
	13.	CHECK TOP TANK LIFT ASSY (TTV'S/TRG/TGB6055/TGB8572/CRG)		
TRACTION	1.	CHECK SIDE PODS (TTV678/TRG)		
	2.	CHECK CONDITION OF CHASSIS / BASE ASSY		
	3.	CHECK CONDITION OF WHEELS		
	4.	CHECK TRACTION WORKS (FORWARD & REVERSE)		
	5.	CHECK SPEED ADJUSTMENT WORKS VIA THE POTENTIOMETRE/S AND/OR PEDAL		
	6.	CHECK CLEANING SPEED (TTV678)		
	1.	CHECK MACHINE SLOWS DOWN WHEN CORNERING (CRG)		
	2.	CHECK BRAKE WORKS		
	3.	CHECK E STOP SWITCH		











To maintain **maximum performance**, we'll fit consumables during each **service visit**.

Fitting provided upon purchase of consumables to include **brushes, squeegee blades and filters**.



# WHICH COVER Should I Choose?

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ServiceCare Packages	Maintain	Protect
 Getting Started	✓	✓
 Operator Training	✓	✓
 Specialist Support	✓	✓
 Service Visits	✓	✓
 Fitting of Consumables	✓	✓
 Ongoing Training		✓
 Onsite Support		✓
 Complete 3 Year Cover		✓
 You Stay Cleaning		✓
 Price Per Month / Annually	✓	✓



# PRICE List

		Monthly Cost					
		Maintain			Protect		
		Core	2+ Same Site	20+ Varied Sites	Core	2+ Same Site	20+ Varied Sites
TwinTec Mains	TT1535G	£25	£22	£20	£40	£35	£30
	TT1840G	£25	£22	£20	£40	£35	£30
	TT4045G	£25	£22	£20	£40	£35	£30
	TT6650G	£25	£22	£20	£40	£35	£30
TwinTec Battery	TTB1840NX	£25	£22	£20	£40	£35	£30
	TGB3045 / HGB3045	£25	£22	£20	£40	£35	£30
	TGB4045	£25	£22	£20	£40	£35	£30
	TGB4055	£25	£22	£20	£40	£35	£30
	TGB6055	£25	£22	£20	£40	£35	£30



# PRICE List

		Monthly Cost					
		Maintain			Protect		
		Core	2+ Same Site	20+ Varied Sites	Core	2+ Same Site	20+ Varied Sites
TwinTec Battery Traction	TGB4055T	£40	£35	£30	£75	£70	£60
	TGB6055T	£40	£35	£30	£75	£70	£60
	TGB8572T	£40	£35	£30	£75	£70	£60
Ride-on	CRG8055	£55	£50	£45	£100	£90	£80
	CRG8072	£55	£50	£45	£100	£90	£80
	TTV678G	£55	£50	£45	£100	£90	£80
	TRG720	£55	£50	£45	£100	£90	£80



# CARE CHARGES – without a Service Package

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<b>Call Out</b> (Flat Charge)	<b>£70</b>
<b>Hourly</b> (Billable in 30min increments)	<b>£50</b>
<b>½ Day Training</b> (Certifying up to 6 people)	<b>£250</b>
<b>2 Hour Training</b> (Certifying up to 3 People)	<b>£150</b>
<b>Demonstration</b>	<b>FREE</b>



If our ServiceCare offering isn't quite right for you but you would still like to maintain your equipment, we also offer a **Health Check** service.

The Health Check offers:

- An **Annual** Visit
- **Safety** Check
- **Visual** Check
- **Performance** Check
- **Recommend** any **Remedial Action** and any **Consumables** which need replacing\*

	Monthly Cost		
	Core	2+ Same Site	20+ Varied Sites
All TwinTec Models	£12	£10	£8
Ride-on Models	£18	£14	£11