



### **Customer problems I.**

It is very important for us to stay in touch with our customers as it helps to understand their daily problems. Our service includes telephone customer service and support, so we can immediately help customers to solve even acute problems.

One of our clients called us with the following problem.

In the last month, in addition to the existing 2 cleaning machines, they bought another one. The reason was that the regular charging of the acid batteries of conventional machines several times a day significantly reduced their service life and it was to be feared that using only 2 machines they would be unable to provide the uptime needed by their partner for the 16-hour shift. To avoid a loss of capacity, they bought the 3rd machine.

Since they heard about our company, they wondered if they could have avoided the extra investment with our batteries.

In a telephone consultation, we explained to the customer that thanks to the faster charging of lithium batteries, the availability of cleaning machines is much higher than that of models using conventional batteries. With 50 amp chargers this means 90% charging level in approx. one or two hours, which results in significantly longer operating time. There is no need for a 12-hour charging cycle as with a lead-acid battery, which can mean that fewer machines need to be operated to clean a given area.

**Needless to say, since then this company belongs to our pool of satisfied customers.**

### **Customer problems II.**

When visiting facilities, we often find that cleaning companies are not always able to provide the cleaning quality expected by their customers, either due to a lack of workforce or due to battery failure.

One of our (now regular) customers contacted us to find a solution to their problem so that they could monitor the current condition of the cleaning machines, including the actual daily cleaning time. After replacing the batteries, using the online monitoring system (CLOP Telemetry System) we can record the operating time, the output delivered and the number of charge-discharge cycles on a web interface. This made it possible for the customer to keep track of both battery life and operators' work.

**The customer was able to achieve quality improvement for its partners using our Telemetry service.**

### **Customer problems III.**

One of our customers had a temporary cash flow problem, they were unable to purchase the acid battery used so far on time and they were afraid that their cleaning machines would stop at a few locations. So they called us to find out how we could help them to get the batteries they needed.

We rushed to the rescue immediately, telling them, on the one hand, that replacing their acid batteries with lithium batteries was a more cost-effective solution in itself, and on the other hand, with our rental scheme, their machine maintenance expenses could be better planned.

Thanks to the rental scheme, the customer received a 24/48-hour replacement guarantee service, with which they can provide their partners with the continuous machine time necessary for their own service.

**In the months since then, although the customer's cash flow problem was resolved, at their request, we have switched to a permanent rental scheme at additional locations to the customer's satisfaction.**