

Numatic ServiceCare

FloorCare **Servicing & Support**



Numatic

Cleaning Productivity **Made Simple**

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



“You stay cleaning, if we’re unable to fix your machine, we’ll provide you with a replacement”

Working with **You**

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

Nu-Assist Increase Cleaning Productivity

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



- 24/7 Access to Multilingual Training
- On-hand Troubleshooting and Maintenance
- Increased Cleaning Productivity

Download the App



Nu-Assist delivers multilingual training, troubleshooting and maintenance content from one convenient App.

Visit: numatic.com/apps/nu-assist

“Our full-service contracts cover you for any accidental damage or breakdowns”

What are the ServiceCare Packages

Protect Our Premium Package

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 including brushes, squeegee blades and filters.

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.

“Our team are equipped and trained to resolve most cases on the spot.”

Maintain Our Standard Package

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*within normal office hours.





Head Office
Numatic International Limited
Chard, Somerset TA20 2GB UNITED KINGDOM
Tel: 01460 269478
Email: FloorCare.Services@numatic.co.uk
numatic.co.uk

Numatic

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