

Kannegiesser[®]

An Introduction to Our
SERVICE & PARTS TEAM

We are dedicated to your team, your system, and your success!





OUR PURPOSE

- From routine maintenance to complex repairs, trust us to keep your equipment running smoothly.
- We pride ourselves on transparency and a customer-first mentality.
- We believe and follow Our Core Values every day:
 1. We Care.
 2. Do What's Right.
 3. Team Player.
 4. Positive Influence.
 5. Driven to Achieve.

Kannegiesser[®]

OUR DEDICATED

SYSTEMS PERFORMANCE TEAM IS HERE TO HELP 24/7/365

OFFICE:

612.722.1366



(Monday - Friday 8am - 5pm CST)

TEAM EMAILS

eRail Systems: usmi.spt@kannegiesser.com

Wash & Finishing: usda.service@kannegiesser.com

After-hours Emergency Tech Support:

(Call this number and follow the prompts)

612.722.1366

(Weekends, Holidays, Weekdays 5pm - 8am CST)



Kannegiesser[®]

Meet the **TEAM**



MARK KIMBLE
Vice President of Customer Services

612.655.9630
Mark.Kimble@Kannegiesser.com

Vice President of Customer Services

As Vice President of Customer Services I oversee our technical support, field service, and customer success teams. I've been working within our service department in various positions since 2009, starting with the company in 2007. Our service teams work day in and day out in the relentless pursuit of the industry's best service and support. If you're in need of training, onsite service, or technical support, we have over a dozen enthusiastic and qualified technicians ready to help. We also offer an ever-growing library of online training videos and courses via our ProSupport program. ProSupport also includes free access to our twice-a year in-person seminar.



TONY BELL
Director of Service

612.722.1366
Tony.Bell@Kannegiesser.com

Director of Service

As Director of the Service, I oversee our inside service and field service teams for the logistics, washing, and finishing systems. I joined the Kannegiesser team in 2010 as a field service technician and have been leading the service team for the last five years. We have assembled a highly skilled team of technicians with decades of laundry industry experience who are always ready to go the extra mile to help our customers.

I am very proud of the team we have assembled to provide our customers with our relentless pursuit of pro-level service and support. On behalf of the entire Service Team, we appreciate your business and look forward to working with you on your current projects and for the life of your system.

Kannegiesser[®]

Meet the **TEAM**



DARRIN SMITH
Customer Success Manager

612.248.2175
Darrin.Smith@Kannegiesser.com

Customer Success Manager

As manager of the CSR department, I work with a great team to assist customers on becoming as successful as possible. We provide information and training on the Kannegiesser equipment that leads the industry to automation. I have worked in the customer relations field for over 20yrs before joining ETECH in Jan 2017. When the Kannegiesser team was formed, I was able to expand my role and work with all departments to help with customer's needs. I feel that we have a great team assembled to keep the Kannegiesser level of support from sales to service the best in the industry. I enjoy fishing, golfing, and bowling with family and friends when I can find some down time. I look forward to working with you and your team.



SASCHA NAGEL
Parts Manager

682.551.4763
Sascha.Nagel@Kannegiesser.com

Parts Manager

As the Parts Manager, I oversee our Part Specialists and Warehouse Teams in both Minneapolis, MN, and Grand Prairie, TX. Our objective is to assist you in identifying and sourcing replacement parts to ensure your systems operate efficiently and effectively. We specialize in pinpointing critical components and assembling parts packages to support you in emergencies and help prevent costly downtime and shipping expenses. With 12 years of experience in machining and a degree in Mechanical Engineering, I emphasize efficiency and proactive solutions to better serve our customers and streamline our processes. Since joining Kannegiesser in 2015, I have had the privilege of contributing to our Parts, Project Management, Engineering, and Purchasing Teams. This diverse experience has given me a comprehensive understanding of our commitment to customer success and our Core Values. I am proud to be part of a team dedicated to upholding these principles and delivering exceptional service.

Meet the **TEAM**



ERIC ESCOTT
Inside Service Technicians
Support Supervisor

972.641.3166
Eric.Escott@Kannegiesser.com

Inside Service Supervisor

As Inside Service / Training Supervisor, I oversee the inside service team. Our team works tirelessly to provide the best service to both customers and technicians in the field while identifying training needs and developing training programs to enhance both team and customer skills and knowledge. I have been in the laundry industry for almost 20 years. I joined Kannegiesser in 2017. I look forward to working with you for service and training.



LINDA DAY
Project Coordinator

Linda.Day@Kannegiesser.com

Service Coordinator

As Service Coordinator, I work closely with our inside service technical support teams and our field service technicians. My responsibilities include scheduling onsite service visits as well as administrative functions of the service technicians, process/manage service contracts and arrange pre-visit meetings to ensure your needs and expectations are fully understood and met. I joined Kannegiesser in 2021 after relocating to Texas and have spent my career in customer service. We value your trust and look forward to building a lasting partnership with you and your team.

Service **TEAM**

Inside Service Technician

- Prompt response and efficient troubleshooting to minimize downtime and keep your operations running smoothly.
- Reliable remote support, assisting you with technical inquiries and troubleshooting
- We are always ready to assist you.



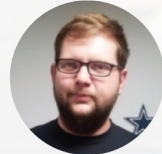
ERIC ESCOTT
Inside Service Technician
Support Supervisor

972.641.3166
Eric.Escott@Kannegiesser.com



PAUL CHARIPAR
Inside Service Technician

612.248.2191
Paul.Charipar@Kannegiesser.com



JACOB WALP
Inside Service Technician

612.248.2189
Jacob.Walp@Kannegiesser.com



CHRIS KIMBLE
Inside Service Technician

612.436.7320
Chris.Kimble@Kannegiesser.com



JEROME PERSON
Inside Service Technician

972.641.3171
Jerome.Person@Kannegiesser.com



JORGE PRADO
Inside Service Technician

Jorge.Prado@Kannegiesser.com



Service **TEAM**

Field Service Technicians

- Highly skilled and experienced technicians ready to assist you with any technical issues or concerns.
- On-site service visits to address repairs, adjustments, and maintenance tasks as needed.
- Expert guidance and support throughout the entire resolution process to ensure your complete satisfaction.



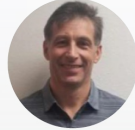
TONY BELL
Director of Service

612.722.1366
Tony.Bell@Kannegiesser.com



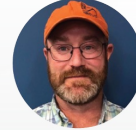
STEFAN ARGUS
Field Service Technician

Stefan.Argus@Kannegiesser.com



VAL PRYSHCHENKO
Field Service Technician

Val.Pryshchenko@Kannegiesser.com



DAVE SWANSON
Field Service Technician

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BRADLEY BOLEK
Field Service Technician

Bradley.Bolek@Kannegiesser.com



CHRIS BERRY
Field Service Technician

Chris.Berry@Kannegiesser.com



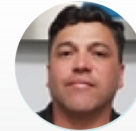
ERIC ELKINS
Field Service Technician

Eric.Elkins@Kannegiesser.com



SEAN McLAIN
Field Service Technician

Sean.McLain@Kannegiesser.com



FREDERICK SANABRIA
Field Service Technician

Frederick.Sanabria@Kannegiesser.com



MATHEW PETERSEN
Field Service Technician

Mathew.Petersen@Kannegiesser.com



JACOB THOMPSON
Field Service Technician

Jacob.Thompson@Kannegiesser.com



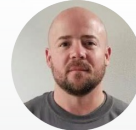
IBRAHIM ABDELNABI
Field Service Technician

Ibrahim.Abdelnabi@Kannegiesser.com



BRENT WATERS
Field Service Technician

brent.waters@Kannegiesser.com



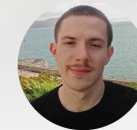
RUSSEL DURBIN
Field Service Technician

Russel.Durbin@Kannegiesser.com



JOHN MILLER
Field Service Technician

John.Miller@Kannegiesser.com



RYLAN FLEMMING
Field Service Technician

Rylan.Flemming@Kannegiesser.com



Canada **TEAM**

Field Service Technicians

- Our highly skilled and knowledgeable team of Field Service Technicians in Canada is dedicated to providing exceptional on-site support.
- Troubleshooting, repairs, adjustments, and preventive maintenance, keeping your Kannegiesser equipment operating at its best.



DAVID PELLETIER
Customer Service Manager

+1 438.580.5466
David.Pelletier@Kannegiesser-Canada.com



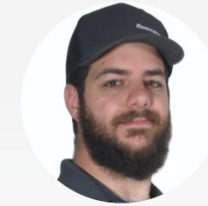
JENNIFER BONNAR
Administrative Assistant

Jennifer.Bonnar@Kannegiesser-Canada.com



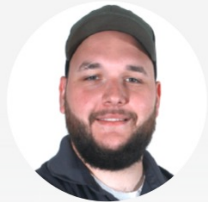
STEPHANE DUFOUR
Senior Field Service Technician

Stephane.Dufour@Kannegiesser-Canada.com



GABRIEL DUFOUR
Field Service Technician

Gabriel.Dufour@Kannegiesser-Canada.com



EMMANUEL CARRIERE
Field Service Technician

Emmanuel.Carriere@Kannegiesser-Canada.com



ALEX GALLANT
Field Service Technician

Alex.Gallant@Kannegiesser-Canada.com



Parts TEAM

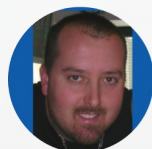
If you would like to talk to someone more about parts and/or put in an order please contact our parts team directly!

- Knowledgeable professionals committed to assisting you with all your spare parts needs.
- Comprehensive inventory of genuine Kannegiesser parts to ensure quick and accurate fulfillment.
- Offering expert guidance and support to ensure accurate and efficient ordering of the required parts for your Kannegiesser equipment.



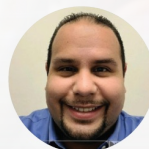
SASCHA NAGEL
Parts Manager

682.551.4763
Sascha.Nagel@Kannegiesser.com



DONNIE GREGORY
Senior Parts Specialist

972.641.3152
Donnie.Gregory@Kannegiesser.com



DANIEL GOMEZ
Equipment Parts & Warehouse
Supervisor

972.641.3169
Daniel.Gomez@Kannegiesser.com



DANIEL RICO
Parts Specialist

Daniel.Rico@Kannegiesser.com



PAUL SIFUENTES
Parts Specialist

Paul.Sifuentes@Kannegiesser.com



ZACHARY PACK
Parts Specialist

Zachary.Pack@Kannegiesser.com



PAUL JOHNSON
Logistics Parts Specialist

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MARK SALWASSER
Logistics Parts Specialist

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MATT FREDERICK
Logistics Parts Specialist

612.248.2176
Matt.Frederick@Kannegiesser.com



PHIL GALLIPO
Parts Specialist

Phil.Gallipo@Kannegiesser.com

Equipment Parts: usda.parts@kannegiesser.com
Logistics/Rail Parts: usmi.spt@kannegiesser.com

Parts Team: 612.722.1366

Kannegiesser®



Customer Success TEAM

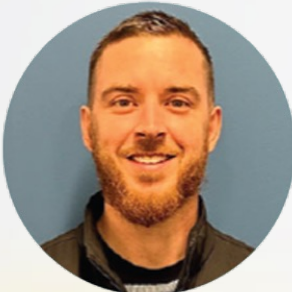
Our team supports our customers equipment and technicians, the CSRs are advocates for our customers ongoing success. They proactively maintain relationships & support our customer's needs, wants, and profitability. We do this through building trust, making the customer feel included & more than a one-time sale but rather a partner. The CSR is a resource to be utilized by all in the pursuit of customer happiness.



DARRIN SMITH
Customer Success Manager
612.248.2175
Darrin.Smith@Kannegiesser.com



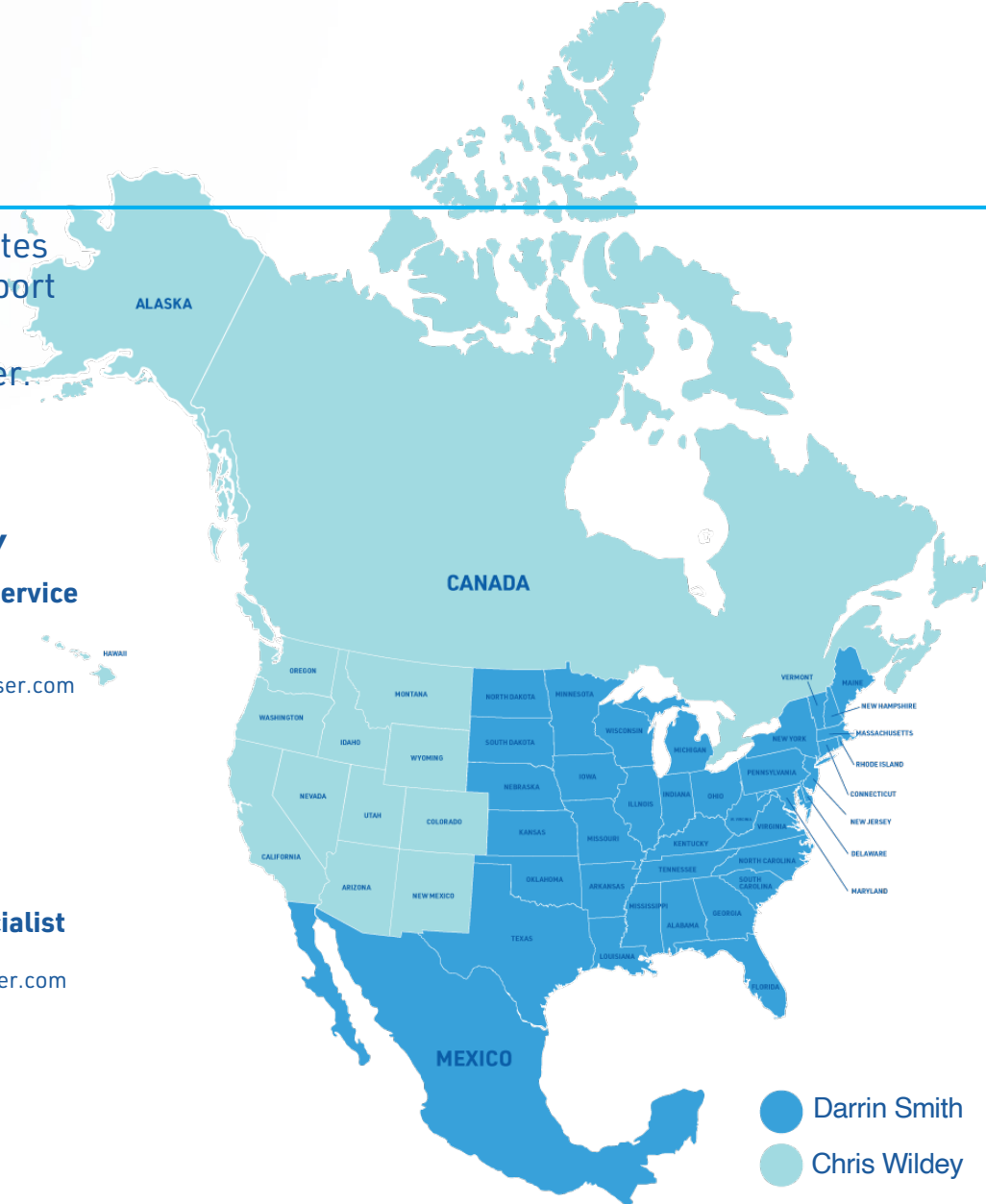
CHRIS WILDEY
Regional Customer Service
Rep. West
612.248.2170
Chris.Wildey@Kannegiesser.com



JON THORESON
eVue Sales
& Support Representative
612.248.2187
Jon.Thoreson@Kannegiesser.com



PAUL OBRIEN
Technical Sales Specialist
320.260.6591
Paul.Obrien@Kannegiesser.com





Kannegiesser®

Pro Support

Membership Program



Introducing you to our **Support Program** that keeps your systems and equipment running productively and efficiently.



***Scan HERE
for more
information!***

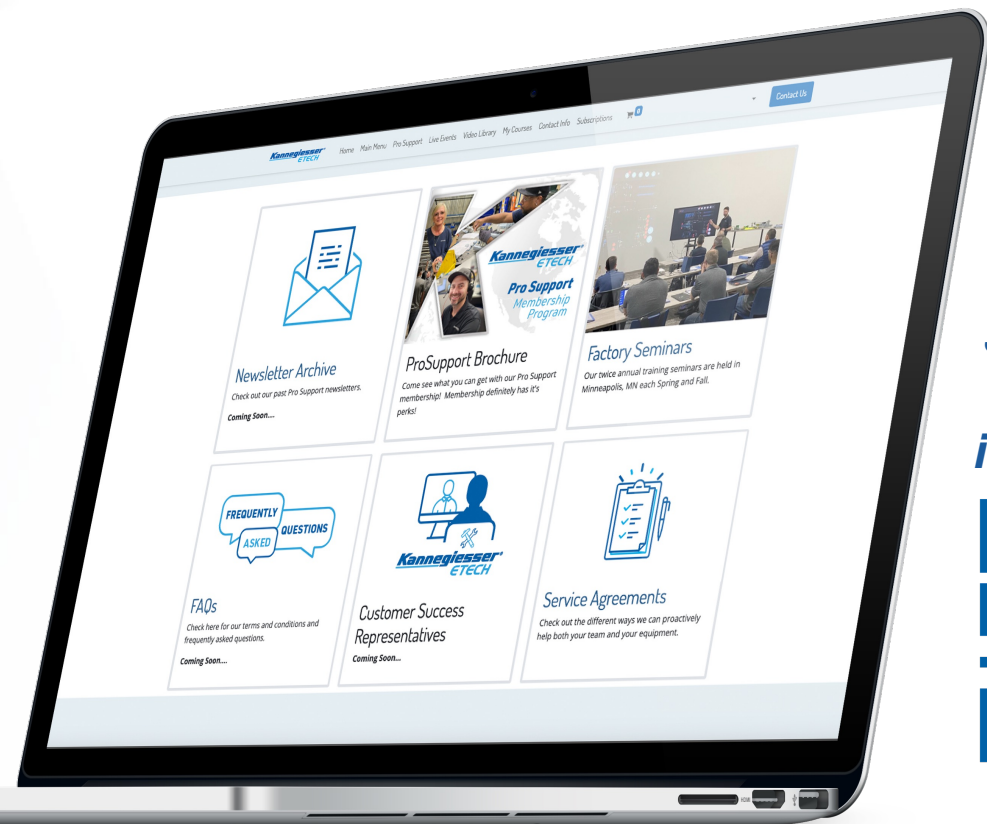


Kannegiesser[®]



Empowering Excellence, Unleashing Innovation: Welcome to the K Academy!

- Online Training • Webinars • Videos & Courses



***Scan HERE
for more
information!***



MyKannegiesser®



We have fundamentally modernized the MyKannegiesser web system and the associated mobile apps for Android and iOS. In order to continue to have access to all functions, an upgrade of the app to the latest version 2.x is necessary.

SCAN THE QR
CODE TO
DOWNLOAD

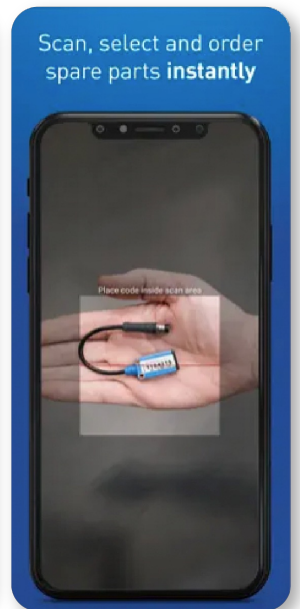
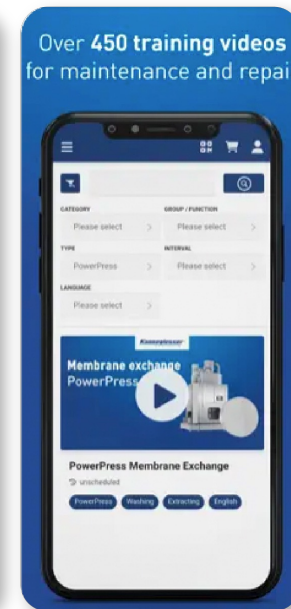
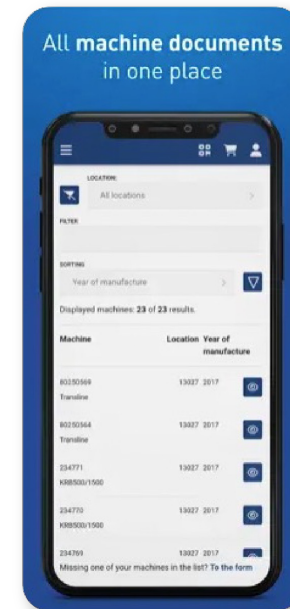
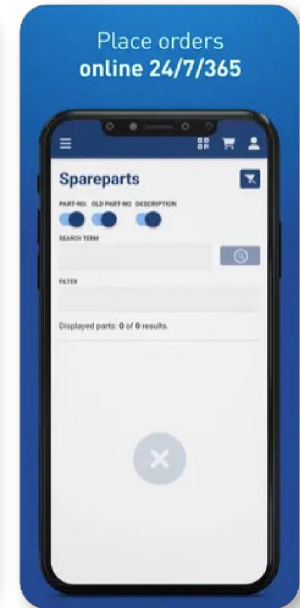
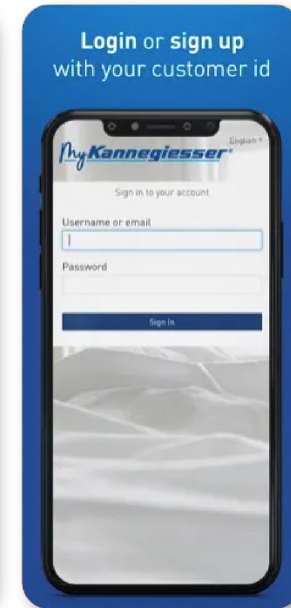
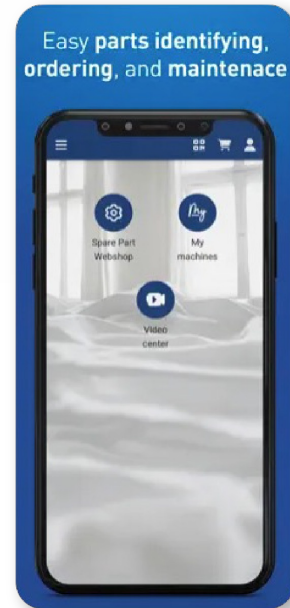


In addition to the well-known functionality, the new MyKannegiesser offers these improvements:

- New modern layout
- Optimized display on modern mobile devices
- Central login with your existing MyKannegiesser account
- Video center
- Mini shopping cart
- Download of machine documentation
- Convenient user menu
- Performance improvement

If you have any questions, please do not hesitate to contact us by email at my.kannegiesser@kannegiesser.de.

Kannegiesser®



ONSITE SERVICE/MAINTENANCE AGREEMENT

At Kannegiesser, we are dedicated to providing exceptional service and support to our valued customers. We are here to ensure your complete satisfaction and help you maximize the performance of your Kannegiesser equipment and systems.

- **Maintenance and Production Training:** Enhance your team's skills and knowledge with comprehensive training programs covering equipment operation and maintenance.
- **Controls Hardware and Software Training:** Unlock the full potential of your machinery by gaining a deep understanding of the controls hardware and software.
- **Preventive Maintenance Inspections:** Regular inspections by our experts to identify and address potential issues before they impact your operations.
- **Equipment and Rail System Optimization:** Leverage our expertise to optimize the performance and efficiency of your equipment and rail systems.
- **Repairs and Adjustments:** Swift and reliable repairs and adjustments to ensure uninterrupted operation.
- **Spare Parts Inventory Reviews:** Collaborative review of your spare parts inventory to ensure you have the necessary components readily available.

If you have any questions or require further information for Onsite Service and/or Maintenance agreements, please do not hesitate to contact our Customer Success Team. We are always ready to assist you.



Kannegiesser®

RETURN MATERIALS AUTHORIZATION PROCESS

To be considered for credit, parts within the warranty period or thought to be defective need to be returned within 30 days of the replacement item being ordered and have an approved Return Materials Authorization form included with the returned item(s). Upon request, the required RMA form will be provided by your Parts Specialist located in either Grand Prairie (Equipment Parts) or Minneapolis (Logistics/Rail Parts). This form can be requested using the appropriate email address listed below:

- Equipment Parts: usda.parts@kannegiesser.com
- Logistics/Rail Parts: usmi.spt@kannegiesser.com

Returned parts will be processed for credit upon receipt and after determination that criteria for credit have been met. Returned and unused parts sent back through the RMA process are subject to a 25% restocking charge. Shipping costs to/from Kannegiesser are the responsibility of the customer for all returns and orders.

- Parts returned under warranty request that have been altered, reworked in any way, or show signs of misuse will not be eligible for credit and will be disposed of.
- Parts returned that are deemed to be outside of the warrantable period will not be eligible for credit and will be disposed of.
- Parts returned without fully completed RMA form included with the shipment may not receive credit. The RMA form is critical in identifying parts and the customer account that the shipment came from.

Please request new RMA form each time a return is necessary, this will allow the Parts Department to track returns and issue credits as quickly as possible. Questions regarding the Kannegiesser Return Material Authorization process can be directed to Sascha Nagel (Parts Manager) Sascha.Nagel@Kannegiesser.com

Kannegiesser[®]

Accounting TEAM



GLADYS PERALES
Staff Accountant

972.641.3150
Gladys.Perales@Kannegiesser.com

We understand that, as our valued customer, you may need payment information or account details at various stages of your project. That's why we have a dedicated accounting team ready to assist you. Our team is here to ensure that your financial transactions are smooth and transparent. Whether you have questions about payment options or need help with financial queries, our team of experts is just a phone call or email away.



LASHUNDA JOHNSON
Accounts Receivable
Accounts Payable

972.641.3161
Lashunda.Johnson@Kannegiesser.com

We promise to provide you with excellent support throughout your journey with us.



Ms
Current Name
Street Name 1
70000 City Name

Street Name 1
70000 City Name
Tel: 900.000000
E-Mail: emailname@server.com

Invoice Nr
2011040401

Date
24.04.2011

Client name-ic
Your Name

Invoice

Dear Ms Current Name,
I authorize myself to make following invoice:

Num	Qty	Units	Article No	Goods/Service	Unit Price	Price
1	1	pcs		Print photography for outdoor photo: 16x20 design and printing on glossy substrate (200 g)	203,11 €	203,11 €
1	33	pcs		Single product photo on white background	2,50 €	82,50 €
1	1	pcs		Photo license for Certificate	16,80 €	16,80 €
Total						203,11 €
VAT 19%						37,98 €
Total Amount Payable						241,09 €

WARRANTY



Kannegiesser offers a warranty for the equipment we provide that varies according to the type of equipment. Please see the table below for all warranties provided by Kannegiesser. Kannegiesser reserves the right to rescind the warranties set forth in the below table, if Kannegiesser has cause to believe that conditions of a warranty are not being met. Any warranty provided herein is valid and enforceable only in the event that the equipment or parts sold by Kannegiesser are installed, operated, and maintained in strict accordance with the specifications of the manufacturer of said equipment or parts. All warranties provided herein shall be void on equipment or parts that have been damaged as a result of misuse, abuse, accident, negligence, fire, flood, vandalism, act of God or other causes beyond the control of Kannegiesser, such as, but not limited to, the failure to follow maintenance procedures. All warranties provided herein shall also be void on equipment or parts that have been altered or repaired with parts other than those recommended by Kannegiesser or in any way that affects the reliability or changes the performance of said equipment or parts. Moreover, all warranties provided herein shall exclude normal wear and tear items, such as, but not limited to, belts, chains, gaskets, seals, hoses, membranes, relays, wheels, support rollers, contractors, timers, valves and other similar consumable items. Kannegiesser reserves the right to inspect any part to determine cause of failure prior to repair or replacement.

No defective equipment or part may be returned to Kannegiesser for repair or replacement without prior written authorization from Kannegiesser. Charges for unauthorized repairs will not be accepted or paid by Kannegiesser.

KANNEGIESSER DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO REPRESENTATIONS OR WARRANTIES EXCEPT AS PROVIDED IN THESE TERMS AND CONDITIONS. KANNEGIESSER NEITHER ASSUMES, NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER WARRANTY OR LIABILITY IN CONNECTION WITH THE EQUIPMENT OR PARTS SOLD BY KANNEGIESSER ETECH.

WARRANTIES



New Laundry Equipment will be free from defects and material and workmanship for a period of twelve(12)months from the date of start of production or 2,080 operating hours (whichever comes first) to an original purchaser.

- E-RAIL track, track switches (excluding cylinders), and lifts (excluding cables and cylinder seals) are warranted for 5 years or 10,400 operating hours.
- TC-TRAK track, track switches (excluding cylinders), and lifts (excluding cables and cylinder seals) are warranted for 3 years or 6,240 operating hours.
- Controls Components are warranted for 1 year or 2080 operating hours, including no charge modem support during this period. PC hardware is warranted by the manufacturer for up to 3 years.
- Other Components, equipment, parts, and individual purchased rail sections are warranted for 1 year or 2080 operating hours.
- Authorized Warranty Replacements are warranted for the remainder of the original warranty period under which they were replaced.
- New Laundry Equipment or parts sold but not manufactured by Kannegiesser are warranted to the extent provided by the manufacturer of the equipment or parts. Kannegiesser does not assume responsibility for servicing the warranty of any such manufacturer of equipment or parts and does not warrant that such manufacturer will comply with the terms of its warranty.
- Reused or reconditioned equipment is not warranted except when provided as an authorized warranty replacement part or component in which case it is warranted for the remainder of the original warranty period of the component or part it is replacing.

WARRANTIES

Kannegiesser[®]

In order to ensure safety and long equipment life, it is essential that correct operational and maintenance procedures are followed. It is also imperative that equipment is not modified in any way without the prior authorization of Kannegiesser Engineers. Failure to correctly use and maintain Kannegiesser equipment will result in the loss of warranty coverage and, more importantly, can result in potentially dangerous conditions for your operators. A risk of serious injury or death may occur if equipment is improperly used, used while in a state of disrepair, or improperly maintained. If you suspect that any Kannegiesser equipment is in an unsafe condition do not use that equipment. Contact authorized maintenance personnel or Kannegiesser immediately.

- **REMEDY**

Kannegiesser's sole responsibility and liability and customers exclusive remedy under this Agreement shall be limited to the repair or replacement of goods (F.O.B. Kannegiesser shipping point), or, at Kannegiesser's option, return of the goods and refund of monies paid thereon without interest provided customer is not in default hereunder. Further, in no event shall Kannegiesser be liable for any injury to persons or property, or for incidental, consequential or exemplary damages, however caused, or attorney's fees. Kannegiesser reserves the right to repair instead of replace failed equipment. Any warranty provided herein does not include freight, including freight for the return of failed parts, and does not include any obligation to provide or pay for any labor required to service, remove, install equipment or parts or to diagnose trouble related to such items. Both freight and labor are the responsibility of the purchaser.

WARRANTIES

Kannegiesser[®]

- **TO RETURN MERCHANDISE** - Please contact our Parts and Service Sales Specialist(s) to request an RMA form.

email: usmi.spt@kannegiesser.com
OFFICE: 612-722-1366 (8am – 5pm)

