



***Kannegiesser***<sup>®</sup>  
***ETECH***



# ***PRO SUPPORT MEMBERSHIP PROGRAM***

**Introducing our new support program that keeps your systems and equipment running productively and efficiently.**

---



# INTRODUCING THE KE PRO SUPPORT PROGRAM

## KE PRO SUPPORT MEMBERSHIP PROGRAM INCLUDES

- **Service Seminars =** In Person & Online Interactive
- **Online Training =** Monthly Webinars transformed to eLearning courses
- **Remote Support =** 24/7/365 oncall support
- **Quarterly Service Reviews =** What's working/Not working?  
Next level of ongoing communication

SEE TO THE RIGHT FOR MORE DETAILS

We understand that your customers depend on you to perform at the highest-level day after day (in some cases 24/7). Production inefficiencies and downtime can quickly hinder your ability to deliver quality products on time and can ultimately lead to higher costs and decreased profits. We care about your success, happiness, and profitability. Therefore, we are introducing our new Pro Support Membership Program to help further support your operation and keep your systems and equipment running productively and efficiently.



## Training Seminars

Kannegiesser ETECH offers 2 versions of training seminars to expand the knowledge of our customers on our eRail Systems, wash and dry systems, and finishing equipment. Learn from factory-trained instructors about machine and systems components, preventive maintenance, troubleshooting, and safety.



## Live Training Seminars

Our live training seminars are held twice a year in Minneapolis Minnesota. This 2-3 day event includes classroom presentations by factory-trained instructors, hands-on interactive training, and a tour + training options at our Rail Systems Factory. Also, valuable collaborative sessions with industry peers from around North America. We plan to continue our live seminars in 2021 when the COVID situation safely allows.



## Online Webinar Training

We offer an online webinar version of our training seminars for customers to sign up, login, and learn remotely from factory-trained instructors. Q & A is encouraged. Each online webinar is recorded and available to attendees for viewing at their leisure. This allows for more participants to learn from afar without the travel costs. We will host a minimum of 2 new webinars per month and will maintain a library of existing webinars to access anytime.



## Remote Support

We are available 24/7/365 for remote support, including after-hours and holidays for emergency situations. If your system or equipment has remote access capability, our technicians are on standby to login and provide support.



## Quarterly Service Review

Our Quarterly Service Review is a focused meeting between your key personnel and our Systems Performance Team. The main purpose is to discuss what is working and not working, review any open issues and status, and discuss how Kannegiesser ETECH can better service you and your laundry team. Each quarterly review will include a follow-up report with meeting minutes, action items, and next steps.

# ***Kannegiesser***<sup>®</sup> ***ETECH***



**Pro Support Membership Program to help further support your operation  
and keep your systems and equipment running productively and efficiently.**

**Kannegiesser ETECH**  
Minneapolis, Minnesota

[info@kannegiesser-etech.com](mailto:info@kannegiesser-etech.com)  
[www.kannegiesser-etech.com](http://www.kannegiesser-etech.com)

---

Subject to changes  
Brochure shows optional equipment