

FAIRBANKS[®] SERVICE

NATIONWIDE CUSTOMIZED SERVICE



**Looking for nationwide
service and support for the
products you manufacture?
Fairbanks Service, the
number one scale service
company in America, has
grown to serve a variety of
industries. We offer the
customized service
programs you've been
looking for and we have the
network and know-how to
keep your customers happy.**

FAIRBANKS® SERVICE

WE CAN CREATE A CUSTOM, NATIONWIDE SERVICE PROGRAM TO SUPPORT YOUR PRODUCTS!

We've Expanded to Meet Your Needs
Fairbanks Service, a nationally recognized provider of scale service, is no longer linked exclusively to the scale industry. For years, a variety of companies have relied on Fairbanks to meet their unique service needs. We have proved to be a perfect service solution for companies that do not have an after-market service infrastructure or have a limited network.

Fairbanks Service is Service you can count on!

Our Service Operation is Outstanding

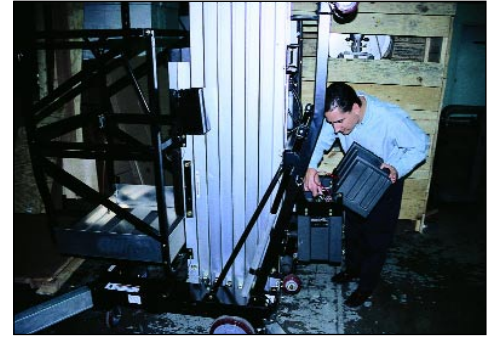
Fairbanks has proven its superior capabilities in service management for more than 170 years. Our long-established Customer Support Centers, located throughout the continental U.S., have given us an edge in

the service industry that other providers cannot compete with.

We approach each business relationship as a mutually beneficial opportunity for growth and prosperity. Fairbanks Service also offers customized administrative and operational handling of your account. To ensure our mutual success, we believe it is imperative that processes defined in our service agreements are streamlined and run efficiently for all parties concerned.

Contact Options

National service and sales requests can be directed to the Fairbanks' Customer Support Center closest to your facility, our National Dispatch Center in Kansas City, Missouri, or we can provide methods of direct communication with your service or sales representatives. Regardless of the



Fairbanks technicians offer fast, reliable equipment maintenance and repair.

method chosen, our nationwide resources guarantee a timely and efficient response.

Response Time

Fairbanks Service understands that industrial equipment plays a vital role in most business operations. An "out of service" equipment failure can halt production, cease the flow of products to customers, or negate a company's ability to ensure that materials received are of the quantity agreed. Identifying required response time and allocating the resources needed is critical to ensuring complete satisfaction with the services we provide.

National account customers receive priority with regards to repair requests and product support.

For operations that have mission critical equipment without redundant back-ups, we can develop a specialized response time that guarantees your equipment will be placed back in service within a time frame you establish.

Web Reporting

Fairbanks Service national account customers can track product service records, including service costs and service history, using a secure web site and password. This information can also be shared with the product manufacturer through the web site, with limited or full information to help improve product quality.

LET FAIRBANKS HANDLE YOUR NEXT SERVICE CALL!

With Fairbanks Nationwide Customized Service, our technicians become your technicians. We work with you to ensure our people are experts in each product you entrust us to service.

You'll also get Fairbanks' reputation for service quality and dependability. And, with Fairbanks behind your products, here are a number of other things you can count on:

- **National Dispatch Center that operates 24-hours a day, 365 days a year.**
- **Knowledgeable, Courteous, Top-of-the-Line Technicians!**
- **Pricing That Won't Burn a Hole in Your Budget!**
- **Rapid Response Time**
- **A Company with More Than 170 Years Experience in the manufacturing and servicing business.**



Fairbanks technicians are equipped for full service, on-site response!



OUR NATIONAL DISPATCH CENTER SETS US APART!

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WE'RE JUST A PHONE CALL AWAY!

Fairbanks National Dispatch Center functions as a complete customer service help desk, providing information, data acquisition, service troubleshooting and service dispatch.

Our National Dispatch Center is equipped with a Toll-free number that's operational 24-hours a day, seven days a week and on all holidays. This means our customers can call a single 800 number to obtain the status of product orders and repairs in progress for all of their service locations, at any time.

National Dispatch Center's Customer Service Consultants are technically trained and are capable of conducting troubleshooting techniques with your end-users over the phone. If the equipment can not be repaired in this manner, our consultant will immediately dispatch a service request to the closest Fairbanks Service technician. Follow-up calls to the problem location will be made to ensure that service has been rendered satisfactorily within the time frame desired.



Call (800) 332-1123

The National Dispatch Center also has a program in place to follow-up with Fairbanks Customer Support Centers from coast to coast, to ensure that routine preventative maintenance inspections are completed on time and to each customer's complete satisfaction.

This program also assures prompt billing supported by appropriate documentation.

The National Dispatch Center continually reviews repair techniques and system component failures. This information is utilized to identify repair methods or product improvements to increase the efficiency of repairs conducted by our service technicians, as well as the durability of the product.

With the National Dispatch Center involved in all aspects of national accounts, we are able to provide summarized and/or detailed reports of repair requests, response times and parts usage. The reporting capabilities of the National Dispatch Center is unlimited and is customized to meet the individual needs of each Fairbanks Service national account customer.

HERE ARE SOME OF THE MAINTENANCE SERVICES WE OFFER AND PRODUCTS WE SERVICE

AERIAL WORK PLATFORMS



ELEVATOR TESTING

WEIGHT RENTALS

BATCHING CONTROLS



CRANE TESTING

SLING TESTING

SCISSOR LIFTS



SCALE CALIBRATION

WEIGHT RENTALS

LICENSE PLATE READERS



FAIRBANKS WORKS HARD TO BUILD SERVICE RELATIONSHIPS YOU AND YOUR CUSTOMERS CAN RELY ON

Fairbanks Service organization has been contracted to work as a national authorized service provider for a variety of U.S. manufacturing companies, receiving training direct from each manufacturer to ensure product expertise.

Fairbanks Service provides after-market services, including authorized warranty service, out of warranty repair service and ANSI regulated inspection service for a number of leading U.S. aerial work platform manufacturers, including JLG® Industries and Genie®.

Fairbanks has shown its diversity by contracting as the exclusive national service provider for Tennessee-based Perceptics, which

manufactures high technology systems that read license plates and send collected data to government border monitoring agencies. Fairbanks currently services more than 250 Perceptics' sites. Fairbanks contract work for Perceptics not only includes service for its vehicle detection systems, but a variety of other products that are key to U.S. national security. Fairbanks is proud that its national service employees are entrusted to support U.S. national security efforts.

Our organization looks forward to working with your company to provide the same quality national service support.

NATIONWIDE CUSTOMIZED SERVICE

Job Tracking

Fairbanks Service National Account customers can access the resources of our National Dispatch Center. This benefit gives customers the ability to call a single 800 number to obtain the status of product orders and repairs in progress for all of their service locations.

Custom Documentation

Custom documentation can be created and distributed to our field service organization if you require additional information, beyond what is normally recorded. Many organizations have taken advantage of this

flexibility to ensure compliance with site safety regulations, site access requirements, inventory management, data acquisition and specific customer needs. Documentation generated during the course of business is stored at the Customer Support Center closest to the facility receiving service. We also offer centralized storage of all documentation or scheduled forwarding as requested.

Invoicing Options

Fairbanks Service offers several flexible invoicing options to assist you. Invoices can be sent to individual facilities when services are completed or compiled in centralized billing, based on a cycle you define.

Customized Account Options

Fairbanks Service offers customer tailored



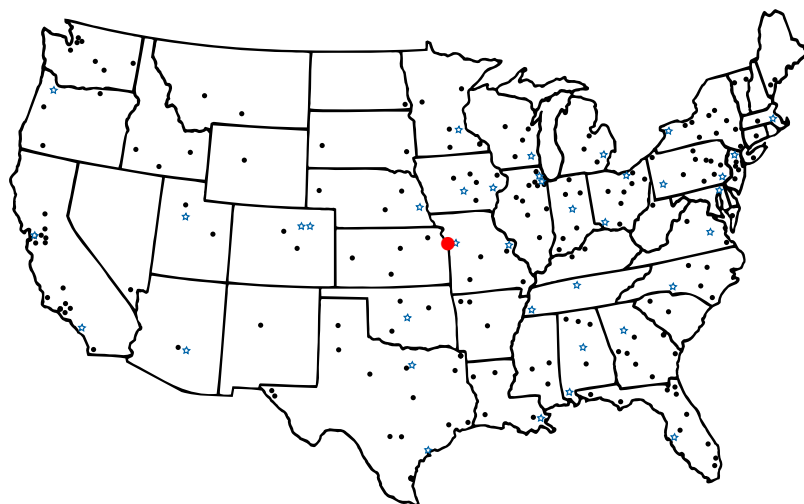
services, making a relationship into a partnership. Whether it is the need for repair and return, special reporting for job and unit tracking, Fairbanks Service can do it all. All you have to do is ask.

**Just Call the Fairbanks National
Service Dispatch Team**

1-800-332-1123

FAIRBANKS SERVICE NATIONWIDE CUSTOMER SERVICE LOCATIONS

Fairbanks Scales is the only scale manufacturer with more than 100 company-owned, fully-equipped service locations nationwide. All repair sites employ highly skilled, Fairbanks factory-trained technicians.



● National Dispatch Center ★ Customer Service Centers ● Satellite locations

IN COMPLIANCE WITH ISO 9002 & ISO 17025 STANDARDS



Buffalo, NY, Detroit, MI and Los Angeles, CA, customer support centers registered in compliance with ISO 9002



Buffalo, NY and Detroit, MI customer support centers registered in compliance with ISO/IEC 17025



St. Johnsbury manufacturing facility registered in compliance with ISO 9002

Call toll-free for the Fairbanks Scales representative nearest you:

(800) 451-4107

Call between 8:00 a.m. – 5:00 p.m. CST
Corporate Offices: 821 Locust
Kansas City, MO 64106 • (816) 471-0231
Internet Address: <http://www.Fairbanks.com>

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