



# Up, Up... everyday

When it comes to uptime,  
Conair never lets you down.

Parts • Service • Training • Preventive Maintenance



## Your success depends on keeping your plant and equipment running.

Downtime is lost productivity and lost profit. That's why the entire Conair organization, from sales and product engineers to assemblers to project managers and parts and service techs, is committed to getting you up and running and keeping it that way. It begins with our start-up and training services, continues throughout the life of your equipment with 24/7 parts and service and preventive maintenance programs. And it is all backed up by our 100% Performance Warranty.

### Start-Up and Training

Whether it is a single blender or granulator, or a complete material handling system, a key to continuous, efficient operation involves getting your equipment installed properly and educating your personnel on how use it and maintain it. Conair Service staff are available to assist with installation and we offer training on all our equipment. Customized training sessions can take place in your plant or in our facility.

### Parts & Service 24/7

Customer support is a huge part of the value of a Conair equipment purchase. Our customers love the fact that they can get the immediate attention of a real live person 24 hours a day, 365 days a year. There's just one toll-free number to call... anytime, day, night, weekend or holiday. After that, just **press '1' for Service or '2' for Parts**, and you'll be connected immediately.

**1.5<sup>+</sup>** 

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MILLION PARTS  
IN STOCK

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## ▶ Press '1' for Service

If a customer is calling for service, they are initially transferred to one of the full-time **“First Call Response Agents.”** Many times, the call never has to go beyond that point because these agents are experienced and knowledgeable enough to resolve most issues themselves. If a problem requires an on-site service call, no company is better prepared. In fact, 95% of Conair customers are within 150 miles of a service technician. Twelve full-time technical service employees stationed strategically in the U.S and Mexico are supported by twelve factory-trained contractors who know your equipment inside and out.

**40%** **FIRST-CALL  
SERVICE  
SOLUTION**

## ▶ Press '2' for Parts

When customers call about replacement parts, they will get equally rapid response. The Conair Parts Department stocks over **1.5 million parts and fully 80% of all parts ship same day or next day.** That doesn't apply only to parts for newer equipment. Even if you have a 30-year-old dryer or a 50-year-old loader, we have the most commonly required parts in stock.

If a part number is available, ordering a replacement usually takes only a few minutes on the phone or online at **<https://buynow.conairgroup.com/>**. If the part number is not known – and sometimes it may not even be clear which part needs to be replaced – a Conair Parts Analyst is always available. After asking a few questions about the type of equipment, its age and a few other details, they can quickly identify the right part.

**80%** **AVERAGE OF  
SAME OR  
NEXT DAY  
SHIPMENTS**

## Preventive Maintenance

A thorough and consistent preventive maintenance program can prevent costly downtime, save money on spare parts and scheduled service, extend equipment lifespan with consistent upgrades and provide a documented service history.

If you want to establish your own preventive-maintenance program, handy PM Checklists are available for download from the Conair website. However, finding the time and in-house expertise to execute a consistent preventive maintenance program can be difficult. So, factory-trained Conair Service personnel are available to perform preventive maintenance procedures on your Conair equipment – once a year, quarterly, monthly – whatever best fits with your needs.

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**20** FULL-TIME  
PART/SERVICE  
STAFF

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## Performance Warranty

The precise, legal language is on the Conair website but in simple terms, what it comes down to is this: we promise our equipment will perform as well or better than specified as long as it is installed, operated and maintained properly. If it doesn't, we will repair it, replace it or buy it back. It's that simple.

PERFORMANCE  
WARRANTY



**We are**  
where you need us to be

**95%**  
OF CUSTOMERS  
ARE WITHIN  
**150**  
**MILES**  
OF A SERVICE TECH



## INSTANT ACCESS PARTS & SERVICE

24 HOURS A DAY • 7 DAYS A WEEK

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