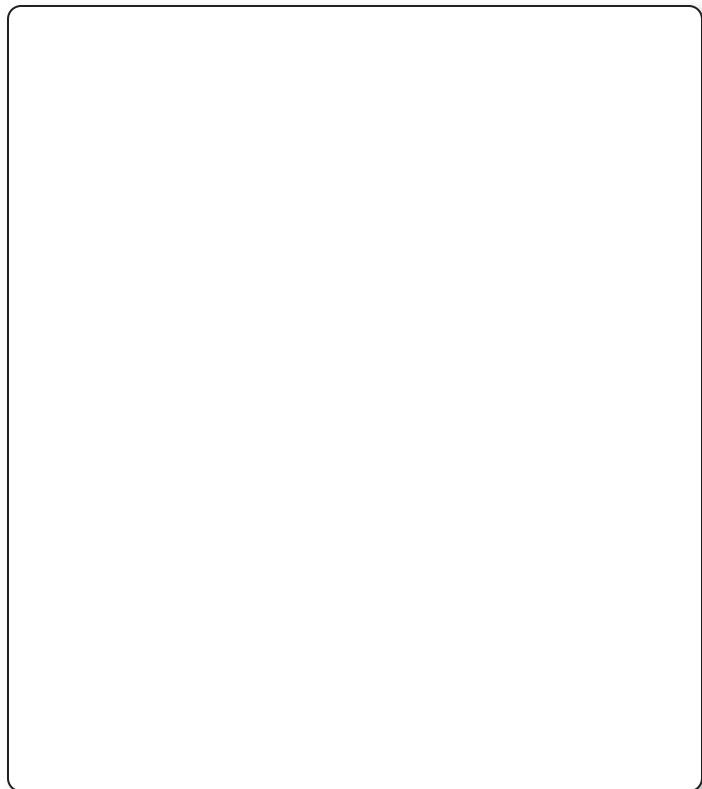


**RETAIL EQUIPMENT** *Service & Calibration*

**WE PROVIDE MORE THAN SERVICE - WE PROVIDE SOLUTIONS**



*For over 60 years Kanawha Scales & Systems (KSS) has built a reputation around the highest level of customer support, innovative technology, and dedicated account management required by customers around the world.*

**24/7 Availability**

KSS has always provided repair and maintenance service, available 24 hours a day, 7 days a week.

**Calibration and Repair**

KSS provides standard repairs, emergency repair services, and regularly scheduled maintenance contracts. All calibrations are performed to NIST Handbook44 standards to ensure that your equipment is performing accurately.

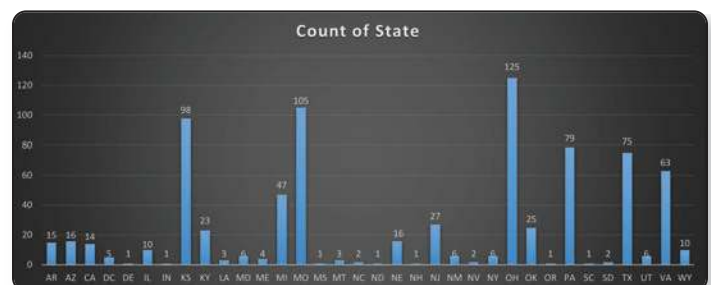
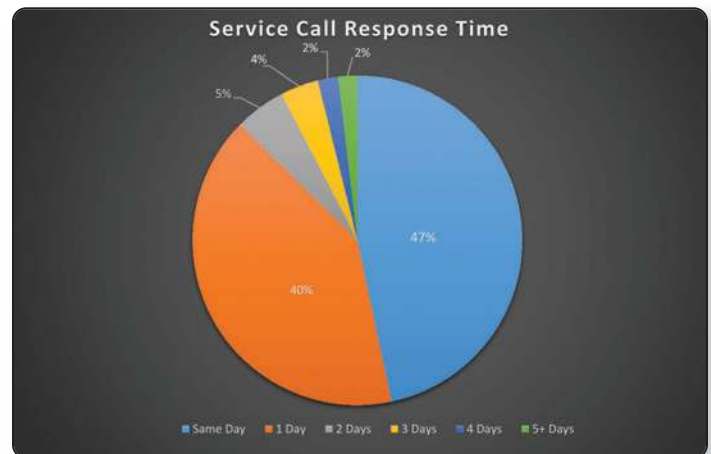
**Nationwide Service**

Through a network of more than 200 dedicated service partners, KSS provides service in all 50 states. All of our service partners are held to the same high standards of quality that we set for ourselves.

**Data Management and Reporting**

WebView Plus online reporting provides web access to all of your equipment information, repair histories, and calibration certificates. Download custom reports, determine budgetary needs, and even place service calls on-line.

**RETAIL SERVICE CALLS  
Handled within 6-months (799 total)**



# RETAIL EQUIPMENT *Service & Calibration*

**WE PROVIDE MORE THAN SERVICE - WE PROVIDE SOLUTIONS**

## FIELD SERVICE MANAGEMENT

### Experience

Team of dedicated and experienced personnel to ensure that your projects (big or small) are completed without a hitch

### Response Time

- Customer support ready to handle your needs 24/7/365
- Local technicians on-site when you need us

### Services

- Weighing equipment sales and installation
- Wrappers/Slicers
- Inspections and calibrations
- Printers
- Emergency repairs 24/7/365
- Online service call management
- Labels
- Software

### Industries Served

- Retailers
- Delis
- Farmer's Markets
- Any other multi-location organizations
- Groceries

### What is Corporate Accounts?

KSS Corporate Accounts is **your one-stop shop for time and cost management**. Our team has a combined 50+ years in service management and is dedicated to providing excellence and quality like no other.

- Call one person and one number every time
- Nationwide service provider network
- Dedicated account management team
- Online service call management and response tracking
- Technician support available for customers & technicians 24/7
- Online calibration reporting

### Want to cut cost? Want to cut out the middle men?

Our history has shown that at least two to three project management services are involved before the scale tech is contacted. That means your cost goes up each time the call is "relayed". By calling KSS directly for scale services, you could cut costs by 20% to 30%.

### Accuracy and Preparedness

**Avoid playing the telephone game with your service calls.** Multiple parties means the original request may not be what is relayed to the end user. KSS removes that inaccuracy by working directly with you, the customer and the scale technician. Technicians are more prepared and better informed once they arrive on-site.

NATIONWIDE  
SERVICE PROVIDER  
NETWORK

