

the French Company[®]

Retail Equipment Services[™]



VALUE



QUALITY & COMPLIANCE



EQUIPMENT SERVICES



CUSTOMER SERVICE & COMMUNICATION



FACILITY-CONNECT



E-VIEW[®]



Customized Programs



The French Company® preventative maintenance programs are uniquely tailored to the type and frequency of service you desire. During the Service Engagement Process our team of specialists works with you to determine and structure the proper combination of services to achieve your goals. Whether you are looking for an on-call program based on time and materials or a chain-wide, full-service preventative maintenance program, we have the resources and expertise to accommodate your needs.

Self-Performing Nationwide



Our national self-performing business model sets us apart from other service companies. Our national field specialists are employed full time by The French Company® and receive extensive training in the field and at our national headquarters prior to servicing any client.

Equipment Services



- Bakery racks
- Cart corrals
- Electric wheelchairs
- Equipment safety programs
- Flat bed trucks
- Flexible conveyors
- Floor scrubbers
- Forklifts
- HVAC vent cleaning
- Manual pallet jacks
- Manual wheelchairs
- Meat racks
- OSHA ladder safety and certification inspection
- Overhead conveyors
- Pressure cleaning
- Rolling ladders
- Shopping carts
- Stock trucks
- Two wheel dollies
- U-boats

Equipment Services

By choosing the right Preventative Maintenance (PM) program, you can significantly increase the service life of material handling equipment and save hundreds of thousands of dollars in replacement costs.



Parts Replacement

The French Company® continuously works to save you money. Not only are our trucks fully stocked to accommodate service needs for routine PM visits, our customer service personnel are trained to ask specific questions if you place an on-call service request. Oftentimes, we learn that shipping a few simple replacement parts allows you to fix the problem at hand, and eliminates the need and cost of a service visit.



Equipment Safety Programs

Have you every experienced a workers compensation claim because an employee got hurt using a rolling ladder or other piece of material handling equipment; or worse yet, a liability claim from a customer? The French Company® will help you implement safety programs in order to be OSHA and ASTM compliant, reduce workers compensation and liability claims, increase safety, and educate your staff on the proper use of store equipment.



Pressure Cleaning

Shopping carts and material handling equipment see all the grit and grime that weather, employees, and shoppers have to offer. Regular cleaning helps prolong the life of your equipment, reduces bacteria/germs, and keeps your fleet looking good. After all, shopping carts are used by more customers in your store than any other item. In addition to equipment cleaning, The French Company® offers pressure cleaning of sidewalks, awnings, dumpster pads, exterior walls as well as racks and trays from your meat and bakery departments.





Equipment Services - ***Rolling Stock Maintenance and Repair***

- Shopping carts, pallet jacks, rolling ladders, bakery racks, material handling equipment, rolling conveyors, etc.
- Pressure cleaning of carts, building exteriors, awnings and sidewalks



Value - ***Competitive Pricing and Quality Service***

- Competitive pricing on flat rate or time and material programs
- Industry leading service levels



Quality and Compliance - ***On-time, Scope, Quality***

- Quality of service and compliance to the scope of work is second to none
- "On-time," "work completed to scope," and "quality of work" ratings consistently exceed a 96% rating of "excellent to very good" by our clients
- Regular audits of field staff to ensure quality and compliance



Customer Service & Communication - ***Industry Leading Communication***

- Regular communication with corporate and store level managers prior to, during and after service
- Customer service personnel dedicated to each client
- Overall service rating graded "A" by our clients



eView® - ***Web-Based Picture and Data Management Software***

- Customized database
- Web-based sorting, tracking and utilization of all data and pictures collected
- Reports



FacilityConnect™ - ***Self-Performing, Nationwide***

- ASSESSMENTS: Objective facility evaluations - inside and out
- AUDITS: Measurements to established criteria - set by you
- SURVEYS: Collection of information - data and pictures
- ASSET TAGGING: Inventory and tracking of corporate assets



For over 25 years The French Company® has provided customized preventative maintenance programs for rolling equipment on a national level. By leveraging our national self-performing field staff, The French Company's PM programs not only extend the life of shopping carts and rolling equipment, but effectively reduce total cost of ownership by 25% or more. Scheduled preventative maintenance is the key to extending the service life of any piece of equipment. Because the equipment lasts longer, companies are able to reduce their annual budget for replacement. This type of structured cost reduction is predictable and repeatable when a proper PM program is in place. Preventative maintenance keeps equipment functioning properly, and equipment in proper working order significantly reduces the likelihood of injuries. Whether meeting the voluntary shopping cart ASTM F2372-04 safety standards or ensuring your ladders are compliant with OSHA requirements, The French Company's PM programs will help keep customers and employees safe.

**REDUCE TOTAL COST
OF OWNERSHIP BY
25%
OR MORE**

To Learn More About Our Customized Programs
Call 800.321.8875
or visit www.TheFrenchCompany.com
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the **F**rench
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Our New Division



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