



The 7 Most Common Problems With Washbay and Steam Cleaner Service Companies and How Walters SteamWorks Solves Them All

- 1. Fix It Right the First Time.** Needless returns to deal with the same problem are a huge pain. At Walters, our technicians are trained to thoroughly troubleshoot your equipment so it gets fixed properly the first time. Our service facility and mobile vans are well stocked with the parts, tools and equipment necessary to get the job done correctly.
- 2. Find All the Problems.** If you've ever taken your equipment in to have one problem repaired, only to have something else immediately go wrong, you'll appreciate our 13 point diagnostic checklist. We run every machine we service through this detailed checklist to catch any other problems that might exist. Ask to see a copy. It's the toughest inspection in the industry.
- 3. Get The Work Done When Promised.** Having your equipment stuck in the shop with no idea when it will be ready is frustrating. At Walters we'll give you our best estimate on the repair time required and do our level best to meet it. If we run into unexpected problems we'll call you ASAP so you know what's going on. We also offer rental equipment to keep you operating while your machine is in the shop.
- 4. Show Up When You Say You Will.** Standing around waiting for a service tech that never shows is a sure way to raise your blood pressure. When we're working on other people's equipment, delays are going to happen sometimes...but we won't leave you hanging. All our technicians are equipped with mobile phones and if they're going to be delayed getting to your project, they know to call so you can organize your day.
- 5. Listen to Me.** Seems like most repair guys are so busy making assumptions and telling you what they think you want, they don't pay attention to what you really want. At Walters, whether we're building custom equipment or fixing your problems, we'll take time to listen to you. It's just that simple.
- 6. Tell Me the Truth.** Sometimes it's hard to know whether you should repair or replace broken equipment without some honest advice. Service guys can make a lot of money "fixing" machines you'd really be better off trashing. Sometimes you can lease a new machine for less than it costs to continue to dump more money into the old one. Some places will try to pass off inferior parts and tell you they're just as good as top quality ones. At Walters, we'll help you make a wise decision. For 29 years we've manufactured, sold, leased and repaired all kinds of steam cleaning and pressure washing equipment. Our technicians don't get a commission for selling you more service than you need. We've pretty much seen it all in the steam cleaning business and we'll tell you the truth about your best course of action. We're proud of what we do, so we won't play the bait and switch game, pawn off shoddy parts or sell you unsafe, unreliable, low quality equipment.
- 7. Keep Me Informed.** All too often service companies seem to try to keep you in the dark about what's really happening with your equipment. What went wrong? What will it take to fix it? How can you keep it from happening again? How about a little old fashioned customer service? At Walters, we know the value of an educated customer. We appreciate the privilege of serving you for many years. We'll tell you in plain language what's going on and keep you informed as we work on your equipment.