

**Type of Bulletin:**

Product Change Bulletin

**Date Of Bulletin:**

7-6-2011

**This Bulletin Superseded Bulletin(s):**

None

**Models Affected:**

N/A

**Machine Symptoms:**

N/A



**Scope of Bulletin:**

We have upgraded our website in many ways over the last couple years. This bulletin will help show what's new and what's changed.

**Materials Required:**

Computer

**Self Help:**

This has a lot of useful information guides and forms.

**Serial # Look Up:**

This page lets you put in the serial number of your machine to look up all the information that we have on it. Unsure about what shipped with the machine type the serial number in and find out.

**Ask and Expert:**

On this page you can send a question directly to us we can send you a answer directly threw the email address provided.

**Product Change Bulletin:**

In this section we have a list of what has been changed on existing machines, this information is also shown if you type in your serial number in the look up.



## FAQ: (frequently asked questions)

Here is a list of the questions we get asked, some are from the Ask an Expert page.

## Glossary:

We have a nice list of the terminology we use in our business right here on this page

## Trojan Battery Guide:

We use the highest quality material when building our scrubbers and sweepers. The best brand of batteries are Trojan, here you can find the guide on how to maintain your batteries for their longest life possible.

## Squeegee Blade Guide:

Still using the highest quality material we can find the squeegee guide tells you why we use the linatex.

## Register Machine:

This form is conveniently online so you don't have to fax or mail in your machine warranty.

## Request Install:

This is a form for dealers to request an out of territory install to ease the machine delivery on all sides.

## New Account App:

Broken into 6 different new accounts-

**Distributor**, if you would like to sell our equipment this is the form to fill out.

**Service Provider**, if you would like to service our machines this is the form to fill out.

**National Account**, for large corporations that would like to purchase directly from the factory.

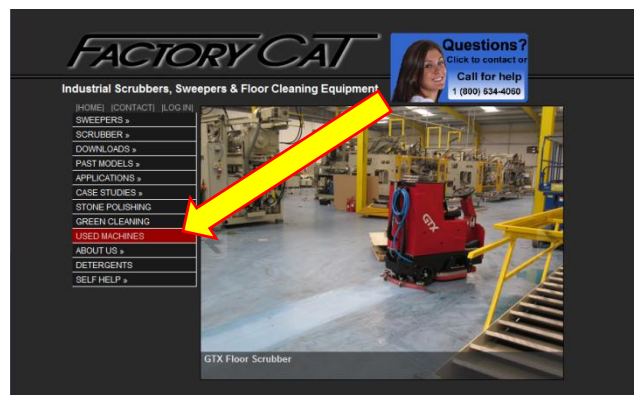
**Dealer major account**, this form is for dealers that sign a national account.

**Government Contractor**, this form is for people that are doing jobs for the government and get special rates accordingly.

**Government Agency**, this form is for federal, and local government agencies i.e. fire houses, police stations, government buildings.

## Used Machines:

This page has all the used equipment that we have in house and what some dealers have also. Dealers can add at anytime by clicking the add machine button and filling out the form.





The screenshot shows the Factory Cat website interface. At the top, the logo 'FACTORY CAT' is displayed in a stylized font. Below it, the text 'Industrial Scrubber and Sweeper Floor Cleaning Equipment' is visible. A navigation menu on the left includes links for HOME, CONTACT, LOGIN, SWEEPERS, SCRUBBER, PAST MODELS, APPLICATIONS, CASE STUDIES, GREEN CLEANING, USED MACHINES, ABOUT US, DETERGENTS, HELP, FORMS, and BID SPECS. A promotional banner on the right features a woman's photo and the text 'Questions? Click to contact or Call for help 1 (800) 634-4060'. Below the banner, a main image shows a woman operating a red GTX industrial scrubber, with the text 'Lease a GTX industrial scrubber for just \$11 a day\* \*48 month lease with \$1 buyout.' A secondary navigation bar at the bottom contains icons for a person, an open book, a dollar sign, a wrench and screwdriver, a gear, an upward arrow with a plus sign, a 'parts' document, a 'benefit' document, a scale of justice, and a video camera. Two yellow arrows point towards this bar from the left and right. Below the icons, the text 'Industrial Floor Scrubbers Industrial Floor Sweepers Industrial Sweeper Scrubbers' is displayed, followed by 'Scrubber Industrial Floor Cleaning Equipment' and 'GTX Industrial Rider Floor Scrubber'.

1. **Specification Sheet:** A black and white sheet of the general specifications, capacities and technical information on the machine.
2. **Color Brochure:** A digital copy of the same color brochure that is available to be dropped off or mailed. It covers the main feature/benefits.
3. **Preventive / Scheduled Maintenance Sheets:** Standard template that customers or dealers can use to perform PM visits properly.
4. **Wear Parts / Suggested Inventory:** A short list of commonly replace items that should be considered for customer stocking.
5. **Options / Upgrades:** A complete list of images and descriptions of available options including a quick explanation of “benefit”.
6. **Operator Manual:** Is a digital (pdf) file of the manual, allowing customers to quickly view and/or print a copy.
7. **Parts Manual:** Is a digital (pdf) file of the manual, allowing customers to quickly view and/or print a copy.
8. **You Be The Judge:** Assists customer and dealers in understanding specific feature/benefits of our designs for competitive situations.
9. **Video:** Real demonstration videos taken onsite, with actual customers. Recently added are videos for uncrating, overview of machine, operation and PM steps.
10. **Photo Album:** Various photos in original quality available for download. Pictures cover a wide variety of applications, also white background pictures and early CADD drafts.

## Downloads:

This tab has all the information that the icons have on each machine page, but you are able to access it without going to each individual page for convenience. In addition to the icon information download there are 2 more important added downloads.



## Translate Manual:

Under the operator manual tab you will find 2 versions of the manual. The english only pdf in our original format and the one that comes with the machine. However if you need the manual in a different language you can use google translate located on top of the page of each manual. You can also print the page using the print button on top to the right. So manuals are quite large and had to be split into 2 pages.

## Bid Specs:

Bid specs tab breaks down into all the different machines carried with the deck size, battery size, solution / recovery tank size, ect. ect. Lots of useful information about the machines.

## Updates:

We are constantly trying to improve website function and information. Please send any suggestions or feedback regarding our website. And please check back from time to time and poke around we're always adding content.