

FLEET MANAGEMENT

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Cleaning Equipment Repair Solutions

USA-CLEAN, Inc. provides a complete solution for floor cleaning equipment repair. Our program includes an unprecedented suite of web enabled tools, on-site dispatch through our experienced network providers, a rich catalog of repair parts, accessories, consumables and professional technical support to ensure the premium equipment uptime required to accomplish the task of janitorial cleaning.

USA-CLEAN, Inc. is the industry leader for fleet management of cleaning machines. Founded in 1983 as a contract cleaner, we quickly saw the need for a simple national repair solution. USA-CLEAN, Inc. discontinued cleaning in September of 2000 to focus solely on the repair business and has quickly become the largest floor machine service only company in the country.

Key Benefits:

- Single Point of Contact
- Complete Fleet Management Services
- Troubleshooting & Technical support
- Supplies, Parts & Accessories

SINGLE POINT OF CONTACT

USA-CLEAN, Inc. offers you a single source concept that gives you control through centralization and scale resulting in positive uptime and consistent communication. We are available by phone at 1-800-USA-CLEAN, fax at 1-888-USA-CLEAN and on the web at www.USACLEAN.com.

All Manufacturer and Model Types Supported

- We are supported by over 150 manufacturers
- Technical support is available through USA-CLEAN, Inc. in cooperation with the specific manufacturers who made your equipment

Centralized Dispatch

- A single number to call for all of your floor equipment repairs
- Multiple network options available for specialized repairs (in select markets) ie.
 - Propane buffer engine repairs are a specialty
 - Pressure washer repairs are also a specialty

Centralized Warranty Filing and Reporting

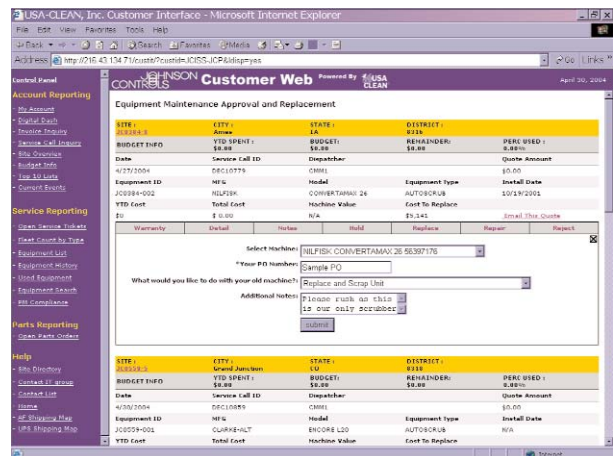
- All potential warranty filings triggered at the customer service level
- All supported MFG warranty statements are available to our techs
- All supported MFG warranty statements available online at the invoice level
- Our system tracks and administers your warranty providing continuity throughout the program

Service Only Eliminates Conflicts of Interest

- USA-CLEAN, Inc. does not sell new equipment
- USA-CLEAN, Inc. does not sell janitorial supplies or pads
- USA-CLEAN, Inc. does not provide janitorial services

Online Equipment Replacement

- All Models matched with replacement pricing and order numbers to guide repair decisions
- Repair or replace a machine anywhere in the



country right on the web

- Your preferred vendors at your preferred pricing automatically receive a PO for replacement

Insurance Compliance

- We maintain certificates of insurance on all network providers for general liability and worker's comp
- We also provide a \$2,000,000 back up insurance umbrella

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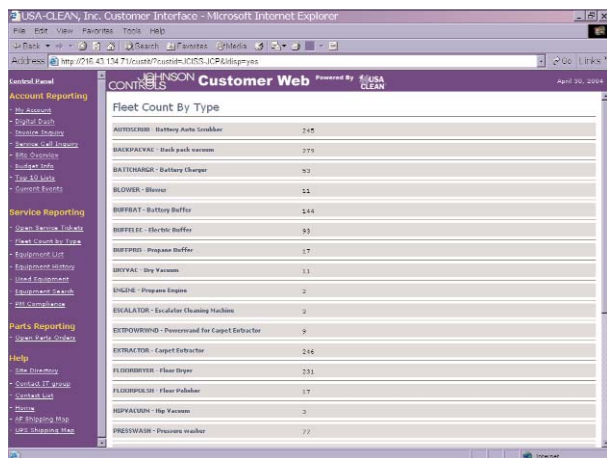
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COMPLETE FLEET MANAGEMENT SERVICES
 USA-CLEAN, Inc.'s suite of web enabled reporting and tools provide real-time site level controls for tracking your equipment assets. From expense tracking and our unique multi-level cost control feature to simple central site and contact lists, our tools reign in the unwieldy task of managing the value of your equipment.

Complete Asset Tracking

- Machine inventories are by type, mfg, model and site
- Total machine costs are tracked and follow with location moves
- Replacement costs are used for real time fleet valuation

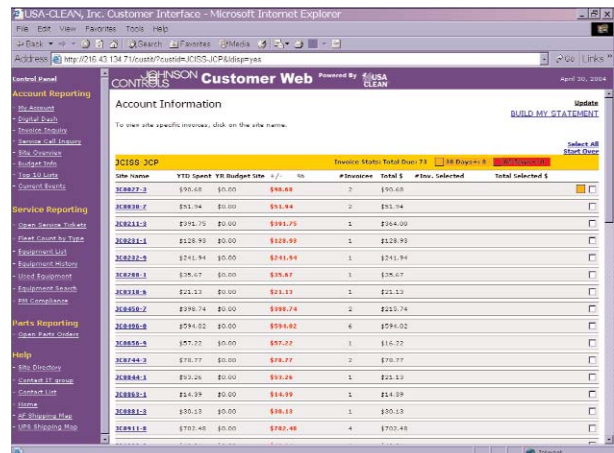


- Replacement costs are used for repair triggers
- Control stats are illustrated for high-cost machine types and high-maintenance sites
- Custom reports are available to spot trends in fleet costs

Centralized Online Billing Statement

- The first and only of its kind
- Budget and warranty controls are written right into your billing statement
- 150 invoices from around the country are reduced into one 7 page statement where your AP is simply one entry of the monthly total per site
- YOU create your own statement using high level controls from site budgets
- You may choose to not include an invoice in your

statement allowing you to discuss any invoices in question with us



- You may create multiple statements to accommodate
 1. Your work and processing preferences
 2. Multiple divisional splits allowing different managers to "touch" every cost
 3. Multiple business units and payments under one umbrella
- Five minute summary billing creation option is available by clicking the select all button to create your month's summary billing statement
- Site summaries lead your statement with the invoice detail following
- Your statement looks similar to your phone bill

USACLEAN.com Allows Field Management Control

- All data is real time from our singular data base
- Control your fleet from anywhere in the world
- Identify expired equipment and purchase new from your vendors instantly from the web.
- E-mail an equipment list from the web to a regional manager to determine which units move to a new site
- E-mail any repair quote from the web
- Stay in control of multi-level budgets from total company repairs down to individual machines
- Impress your accounting firm with asset tracking down to its current depreciated value against replacement cost right in their office from the web
- Microsoft .NET technologies make our system state of the art, scalable, portable and fun to use

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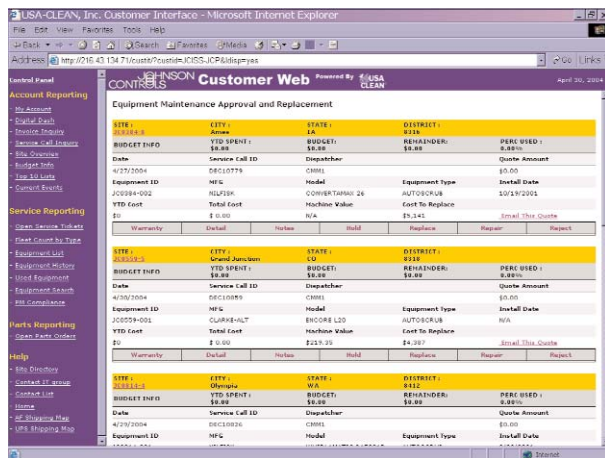
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Cost Controls

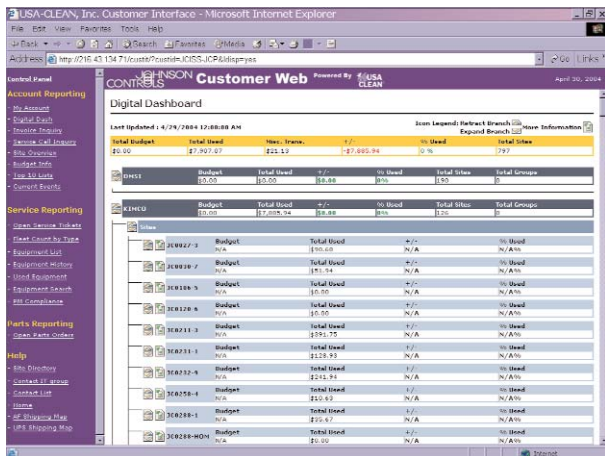
- Real Time equipment cost and value found online
- Real Time site level repair costs are shown



- Cost triggered repair approval system is utilized
- Each repair ticket is labeled for cause of repair including but not limited to :
 - wear, abuse, neglect, warranty, etc.

Digital Dashboard Provides Regional Financial Data

- Align your sites, regions and divisions on the web
- Budget and cost data is instantly available by alignment totals



- Watch costs top down
- Drill down through your organization

TROUBLESHOOTING & TECHNICAL SUPPORT

USA-CLEAN, Inc. provides free trouble shooting and technical support as a standard part of our program. By utilizing this service, you can reduce service charges by empowering your field personnel to make simple part replacement repairs by themselves.

Longest Customer Service Hours in our Industry

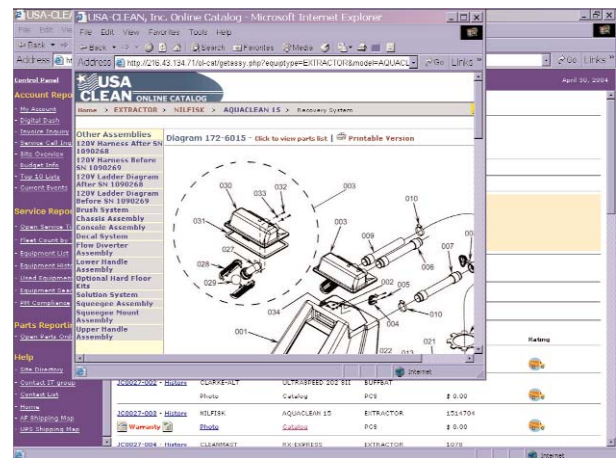
- 6:30am to 5pm Central Standard Time
- Our hours of support will expand as our business grows

Friendly and Focused Customer Service

- Every call and correspondence is documented
- "He said, she said" is no longer an issue
- Each USA-CLEAN, Inc. customer service rep is committed to seeing that every customer need is served with a prompt, courteous response and follow up

Free Tech Support for all MFG & Model Types

- Fixing your own equipment saves approximately \$130 per service call
- Fax support and repair guidelines are put into end users hands.



- Each service call begins by helping you help yourself with questions like:
 - "How do I start my buffer?"
 - "My left pad isn't turning"
 - "I have poor suction on my vacuum"

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3 Step Dispatch Saves you Money

- First, we work to assist in a simple repair over the telephone at no charge.
- Second, we dispatch a technician for repair or diagnosis.
- Third, your machine is taken into a repair facility for extensive repairs or diagnosis. For example, small engine tear down and repair is many times better accomplished in a shop

Decentralized Repair Decisions

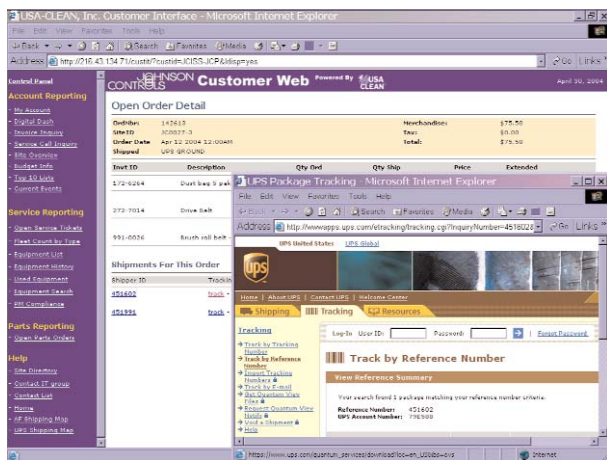
- Triggered repairs are paged to the Field Operations personnel of your choosing
- Repair threshold Triggers are adjustable by you
- Default repair triggers result in only 24% of repairs requiring management involvement

SUPPLIES, PARTS & ACCESSORIES

USA-CLEAN, Inc. simplifies the purchase of your repair parts, equipment supplies and accessories through our custom parts catalog. Our best-in-industry stocking and shipping practices ensure that your parts are delivered reliably and in a timely fashion.

Best Parts Shipping Statistics In Our Industry

- 90%+ part orders ship the same day
 - this is out of every part ordered from our 100,000 sku choices
 - 100% of in-stock orders placed by 4pm ship that day



- Orders are placed, picked and shipped right up to 4pm Central Standard Time

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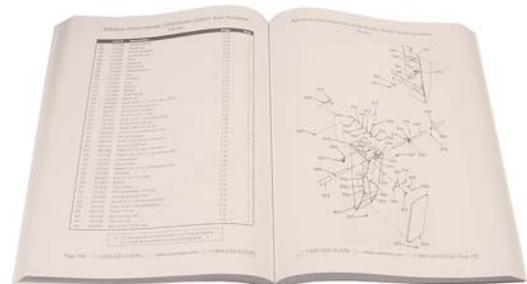


Free Creation & Publication of Custom Parts Catalog

- Every part installed by the end user is a \$130 service charge savings
- Free tech support and technical margin notes make self-help easy



- 80% of any repair is quickly getting the correct part to the broken machine
- Our customer service department knows what parts require our service network's involvement like circuit boards and detailed propane engine work



National Deep-Cycle Battery Program

- Standard national pricing
- Simplification of choices reduces confusion
- Fresh Batteries are delivered nationally to our service network

Conclusion

Simplicity. Reliability. Continuity. USA-CLEAN, Inc.'s Fleet Management Program provides you with limitless opportunities to streamline the management of your equipment assets.

One Simple Name For All Service Needs

- Toll Free phone 1-800-USA-CLEAN
- Toll Free fax 1-888-USA-CLEAN
- www.usaclean.com
- USA-CLEAN, Inc.