

# KÄRCHER

## Service Call Procedure

We appreciate your business and strive to deliver the best experience while meeting your service needs. Kärcher has a central dispatch center that handles all service requests nationwide.

### Service calls can be submitted as follows:

- Phone: 877-KARCHER (877-527-2437), Option 1
- Email: [service@karcherna.com](mailto:service@karcherna.com)
- Fax: 888- 565-3665
- Customer Web Portal: <http://karcher-services.com> \* registration required

### Hours of Operation:

- Standard Hours: 8:00 AM to 5:00 PM Monday - Friday
- Overtime Hours: Before 8:00 AM and after 5:00 PM Monday - Friday and all day Saturday. Double Time Hours: Sundays and Holiday

### In an effort to expedite your call, we request that you provide the following:

- Location Name and Complete Address with Business/Access hours
- Site Contact Name / Phone Number / Email address
- Estimate Approver Name / Phone Number / Email address
- Equipment Information (Make, Model and Serial Number)
- Detailed problem description
- PO# / Work Order # (If required)

### In the event that there is an issue that needs to be escalated you may contact:

- **South East and Central Regions**
  - Dawn Sinclair (Regional Service Manager)
    - (813) 210-0701 [Dawn.Sinclair@karcherna.com](mailto:Dawn.Sinclair@karcherna.com)
  - Sonia Smith (Key Account Manager)
    - (856) 245-9375 [Sonia.Smith@karcherna.com](mailto:Sonia.Smith@karcherna.com)
- **West and North East Regions**
  - Lou Cuomo (Regional Service Manager)
    - (551) 225-4256 [Louis.Cuomo@karcherna.com](mailto:Louis.Cuomo@karcherna.com)
  - Georgi Mackenzie (Key Account Manager)
    - (856) 245-9354 [Georgi.Mackenzie@karcherna.com](mailto:Georgi.Mackenzie@karcherna.com)

### Kärcher North America Headquarters

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Denver, CO 80238  
USA  
T 800 456 6649  
F 303 738 2818  
info@karcher.com  
www.karcher.com/us

### Englewood, CO

1351 W. Stanford Ave.  
Englewood, CO 80110  
USA  
T 303 762 1800  
F 866 879 6192

### Blackwood, NJ

500 University Court  
Blackwood, NJ 08012  
USA  
T 877 527 2437

### Camas, WA

4275 NW Pacific Rim Blvd  
Camas, WA 98607  
USA  
T 888 805 9852

### Fayetteville, AR

2700 S. Armstrong Ave.  
Fayetteville, AR 72701  
USA  
T 479 444 4600

### Kärcher Canada

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Mississauga, ON L5N 2M2  
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T 905 672 8233

### Monterrey, Mexico

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