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**FOR INTERNAL PROTEAM/ETC & MANUFACTURER REP USAGE ONLY.**

Updated 02/09/17

## **GoFree® Flex Pro Launch - Frequently Asked Questions**

- **What documents are available to help discuss the launch and the new products?**
  - Documents and literature are available on either the website or via email. A summary of all the **Launch Packet contents** is available with actual file name and location as well as the intended/restricted audience for each piece.
  
- **When will new vacuums be available for purchase?**
  - Production of batteries and chargers began in January 2017. Shipping of new vacuum orders begins the week of 2/13/17.
  - This date applies to US shipments only. All orders for Canada will be processed as cross-dock shipments until stock products arrive in the Ontario warehouse.
  - We will accept customer Purchase Orders involving these products and begin processing in our ERP systems on 2/13/17.
  - Each new order will have an Estimated Ship Date of our standard 3-business-day lead time on the Sales Order Acknowledgement. We will monitor the volume and adjust the lead time as needed.
  - Battery products will only ship via ground transit due to carrier restrictions. As with the previous battery product models, same-day shipment departure and air shipment options are not available.
  
- **When will replacement batteries and chargers be available?**
  - Replacement products will begin shipping the week of 2/13/17. ProTeam will be reaching out to customers affected starting in January to begin gathering the information needed to place orders and process shipments.
  
- **How will the replacement products ship?**
  - Each replacement battery will be shipped with an accompanying new charger, both free of charge. The battery/charger combination will be packaged in one “over-pack” carton.
  - The over-pack carton will NOT have a UPC barcode label on the outside. It will be clearly marked as to the contents, however.
  - If the carton without a UPC barcode label would create an issue for any customer, have them contact ProTeam Customer Service to arrange for alternate shipping arrangements and special handling.

- **Who will contact the customers to let them know replacement products are available?**
  - *There are two groups of customers to be contacted –*
    - *Group 1) those who requested corded replacement vacuums – for whom we have some information; and*
    - *Group 2) those who did not have a need to contact us and are simply waiting for new batteries and chargers. We have no information yet.*
  - *CS has compiled the information we have on Group 1. PT Sales Managers reviewed the complete list to identify which customers they will reach out to directly. All others will be contacted by Customer Service.*
  - *A master list will identify who is taking the lead in contacting the Group 1 customers so we do not duplicate effort or confuse the customer with multiple contacts.*
  - *A mass communication will be created and sent to the original distribution list of the Safety Notice – mostly distributors – with the procedures included on how to request replacement product.*
  - *Some end-users may be alerted by distributors and contact either the distributor or ProTeam for guidance and assistance.*
  
- **How would someone replace batteries and chargers for items they already possess?**
  - *An end-user may contact the distributor from whom they purchased the product or ProTeam Customer Service for assistance and guidance through the process.*
  - *Generally speaking, procedures require that the serial numbers of each vacuum, battery and charger must be forwarded to ProTeam along with a signed acknowledgement that older batteries and chargers will not be used and will be properly recycled/dispositioned.*
  - *Once such documentation has been received by ProTeam, a no-charge order will be processed to be shipped to the destination provided.*
  - *All replacement battery and charger orders are being processed under one generic ERP account. Each submitter will receive a Sales Order Acknowledgement (SOA) and Automated Ship Notification (ASN) if they include their email address.*
  - *The signed Agreement will serve as the Purchase Order for the replacement batteries/chargers. No additional PO should be submitted.*
  - *If a customer requires their own PO to be generated for any reason, such as for their Receiving Dock to accept a delivery, they should contact ProTeam Customer Service to arrange for special handling of the order.*
  
- **Do I use the same SKU #s to order new products?**
  - *No. **All previous SKU #s were discontinued.** Batteries and chargers are new designs from a different supplier and require new SKU #s.*
  - *Upper-level vacuum SKUs (that include the new battery and charger products) also require new SKU #s because of the significant changes.*
  - *A **Product Bulletin** provides a cross-reference table of old and new SKU #s available with list prices.*

- The **Product Guide Vacuum Page** also lists all ProTeam branded configurations available.
- **Are refunds or replacement corded vacuums still available?**
  - No. As of the date of the announcement of shipping replacement batteries and accepting new orders, neither refunds nor replacement corded vacuum options are available or necessary.
  - Any exception someone wishes to have considered must be reviewed by the ProTeam Sales Manager and the Denver office.
- **Which customers requested full refunds of previous purchases and may be interested in our new GoFree Flex Pro product?**
  - It would be beneficial for these customers to be contacted by Sales and informed of the new launch. ProTeam Sales Managers have a list of customers who requested full refunds and can assist with such contact efforts.
- **How is the new GoFree Flex Pro different than before?**
  - A **Product Bulletin** outlines the improvements made to the battery and charger as well as enhancements to new vacuums produced beginning in 2017. Some of the changes involved:
    - Battery/charger – A new supplier is in place that has successfully tested and implemented additional safety features on both the battery and charger, more durable designs and lighter weight.
    - New Vacuums – A new motor is being used that increases the effective runtime to 75 minutes from the previous 60. New GFFP vacuums produced in 2017 will have the new FlexFit® harness upgrades also.
- **How can someone tell the difference between newer GoFree products and older GoFree products?**
  - There are visual identifiers that will distinguish new product from older product. A **Product Bulletin** defines these identifiers with photos. It is important the customer understands that neither old chargers nor older batteries should be used.
- **What are the prices for the new GoFree products?**
  - A **Product Bulletin** provides a cross-reference of old and new SKU #s and includes new item List Prices. The **Product Guide Vacuum Page** also lists all ProTeam branded configurations available.
- **Are the previous Bids/Contracts/Deviations still applicable?**
  - No. All existing Bids, Contracts and Deviations expired or were cancelled when the old SKUs and products were discontinued early in 2016.
  - A review was conducted of all Bids and Contracts and the appropriate Manufacturer Representative and ProTeam Sales Manager was contacted to discuss options.

- Any applicable pricing exceptions and deviations will require new documentation. Contact Bonnie Childers at [bonnie.childers@emerson.com](mailto:bonnie.childers@emerson.com) to coordinate activity.
- **Will the warranty be extended on previously-purchased GoFree Flex Pro products?**
  - Yes. As announced in the Safety Bulletin communications, the warranty on any GoFree Flex Pro vacuum was suspended.
  - A **Product Bulletin** explains the warranty extension for one year on affected products and provides examples illustrating how to calculate.
- **Is a new motor all that is needed to turn an older GoFree into a new GoFree?**
  - In addition to the new battery and charger, the motor on new production units is also new as is the upgraded FlexFit® harness – which replaced the original FlexFit harness on all triangular, next generation backpack models in Autumn 2016.
  - An upgrade kit is planned for customers who wish to upgrade both the harness and the motor. More information forthcoming.
  - Special requests for large quantities of new motors, new harnesses or pricing exceptions should be directed to the appropriate ProTeam Sales Manager.
- **Can a user upgrade an older unit with a new motor to take advantage of the improved runtime?**
  - Yes, a new service part kit (**SKU # 510411**) is available for purchase to upgrade older GoFree Flex Pro models. The kit includes an icon decal that matches the one used on new vacuum production.
  - The decal can be affixed to the vacuum product label to identify it as a new-motor model with the additional run-time benefits. This will be helpful in knowing the run-time capacity when planning workload.
- **What are the new serial number formats of the battery & charger?**
  - Also mentioned in a **Product Bulletin** regarding how to identify new and old products, Structurally, the format is identical to the previous formats: YYWW BZ XXXXX.
    - Year and week of manufacturer, such as “1704” = 4<sup>th</sup> week of 2017.
    - BZ is the supplier production location code (previously, this was “UF”).
    - A production sequence number of completed manufacturer.
- **A distributor has older GoFree parts and filters in their inventory. Are these still usable and salable?**
  - Aside from the battery and charger, almost all components of the older GoFree Flex Pro are still usable service parts for both older and newer GoFree Flex Pros.
    - **Exceptions** are listed in the chart below.
  - The 510190 & 834055 harness components for the original harness will be available for a time.
  - For newer harnesses (shipped on GFFP products in 2017), the new harness components must be used.
  - Old and new harness components are not compatible with each other.

New SKU #	List Price (USD)	Description	Old SKU #
<b>840899</b>	<b>\$6.40</b>	Motor gasket	835948
<b>510411</b>	<b>\$147.00</b>	Motor/Fan w/gaskets	835949
<b>840011</b>	<b>\$151.96</b>	Harness Assembly complete	N/A
<b>840112</b>	<b>\$70.58</b>	Upper Harness Assembly	510190
<b>840114</b>	<b>\$70.99</b>	Lower Harness Assembly	834055

- **Can Distributors update their showroom demo units with new product?**

- Yes, there are two new GoFree Flex Pro SKUs available in the Distributor Demo program:
  - **107507** (Xover kit) has a Demo cost of **\$650 USD**;
  - **107541** (ProBlade kit) has a Demo cost of **\$665 USD**.
  - All Distributor Demo program parameters apply, including a limit of 2 units per model per year for each distributor.
- Original demo duffel bags (100180) are still available while supplies last. List Price has been reduced to \$20.00 USD until inventory is depleted.
- We are bringing in a new and improved demo bag (**107595**) with wheels for easier transport of equipment. List Price will be \$42.00 USD, the same as the original demo bag but is available at a discount if purchased with a demo vacuum.
- Notification will be sent and an updated **Distributor Demo Program** document provided when the new bag is available.

- **How are serial numbers being captured on shipments?**

- As was the case previously, serial numbers of all new vacuums purchased print on the corresponding invoice on each line item.
- Unfortunately, serial numbers of the individual batteries and chargers (whether shipped as part of the vacuum SKU or independently) were not captured previously by our systems.
- Beginning with all 2017 shipments, ProTeam will be capturing all 3 serial number types.
- Only a GFFP vacuum serial number will print on the invoice like before, but other serial numbers can be obtained upon request at a later date from our ERP systems.

- **How would a battery/charger/vacuum owner properly recycle the product(s)?**

- Many of our **Owner's Manual** for the GFFP describes how to manage recycling of the products.
- Note that local regulations vary and that in most jurisdictions it is illegal to dispose of Lithium Ion batteries in ordinary trash.
- We have an active contract with **Call2Recycle**® (also known as RBRC (Rechargeable Battery Recycling Corporation) for our GFFP batteries.
- Call2Recycle is a stewardship program providing no-cost battery and cellphone recycling solutions across the US and Canada.
- The locator phone number is **1-800-8-BATTERY**.

- *ProTeam Customer Service can assist anyone having difficulty with their recycling.*
- **A user has older batteries and chargers they cannot take to recycle right away. How can someone avoid using these discontinued products?**
  - *We have designed a battery **Lock-Out Cover** that is available free of charge. The cover attaches securely to the end of the battery and includes a warning label advising NOT to use this product.*
  - *This cover prevents users from accidentally employing the old battery and allows the product owner time to coordinate recycling actions.*
  - *A specific **Product Bulletin** explains the lock-out cover function and how to order.*
- **What should Manufacturer Reps and ProTeam Field Sales Managers do with their demo vacuums?**
  - *The same replacement battery/charger process will apply to Manufacturer Rep demos and ProTeam Sales demos. New battery/charger combinations will be shipped to each location once the proper paperwork is received.*
  - *All demos should have old batteries and chargers properly recycled after the serial numbers are captured.*
  - *Once the new battery/charger arrives, the demo vacuum should be sold at a substantial discount of **\$400.00 USD** – less than the standard Rep Demo sale price of \$509.70 USD.*
  - *As with all Rep demo sales, transactions must be reported to ProTeam/ETC Finance – Paula Avendano at [paula.avendano@emerson.com](mailto:paula.avendano@emerson.com).*
- **When can Manufacturer Reps and ProTeam Sales Managers order new GFFP demo units?**
  - *Initially, ProTeam will be proactively processing orders for the first GFFP demo units to ProTeam Sales Managers and Manufacturer Reps.*
  - *Each Regional Manager has a list of the quantities and destinations of the first round of orders.*
  - *Once new vacuum orders are being accepted and fulfilled for customers, additional Sales Demos can be ordered through the regular process.*