

Waste Management Site Call Script

Hello, My name is _____, with Sy-Klone International. I'm following up on a list of new equipment acquisitions provided by Waste Management's Purchasing Department in Houston. This list shows that you took delivery of a / an Machine Type on Date. Is that correct?

YES 1 / NO 1

Yes #1

Thanks for confirming my records. As part of our on-going commitment to Waste Management to help improve their maintenance performance, Sy-Klone is calling sites on this list to review these machines and to provide support for the Gideon Technology Powered HVAC Air Filtration System and the OPTIMAX Dual-Stage Engine Precleaner installed on this/these machine(s).

Are you familiar with OPTIMAX and Gideon Technology?

YES 2 / NO 2

No #1

Would you mind helping me update my records? If, NO. If Yes Continue below.

1. Did you receive any new pieces of heavy equipment within the last 12 months?
2. What machines did you receive?
3. Were they new or used?
4. Do you know if they have OPTIMAX and Gideon Technology Installed?

Are you familiar with OPTIMAX and Gideon Technology?

YES 2 / NO 2

No #1a

I understand you might be concerned about giving out this type of company data however let me remind you Sy-Klone has partnered with Waste Management and taken an active role to ensure that the investment your company has made in these systems is delivering to its full potential. What can I do to help you feel comfortable sharing this information?

YES A / NO A

YES A

Thank you for reconsidering.

1. Did you receive any new pieces of heavy equipment within the last 12 months?
2. What machines did you receive?
3. Were they new or used?
4. Do you know if they have OPTIMAX and Gideon Technology Installed?

Are you familiar with OPTIMAX and Gideon Technology?

YES 2 / NO 2

NO A

No problem I just have a couple of additional questions and then I will let you get back to your busy day.

Are you familiar with OPTIMAX and Gideon Technology?

YES 2 / NO 2

YES #2

Great. Sy-Klone has produced two training DVD's one for Managers and the other for operators and mechanics explaining why the systems bring value to Waste Management and recommended preventative maintenance procedures so you continue to benefit from that value. Do you have a copy of these DVDs?

YES 3 / NO 3

NO #2

Well that's okay, Sy-Klone has produced two training DVD's one for Managers and the other for operators and mechanics explaining what the systems are, how they work and a series of recommended preventative maintenance procedures to keep them operating at peak efficiency. Let me send you a copy of these valuable DVDs. Please verify your mailing address for me. I have...

UPDATE ADDRESS AND CONTACT

[Proceed to NEXT QUESTION 1](#)

YES #3

Excellent then you are already armed with everything you need to know to maximize the benefit these products can deliver to Waste Management.

Do you have any other equipment at your facility with OPTIMAX and/or Gideon Technology Installed?

YES 4 / NO 4

NO #3

Let me get you a copy of these valuable DVDs will you please verify your mailing address. I have ...

UPDATE ADDRESS AND CONTACT
INFORMATION

[Proceed to NEXT QUESTION 1](#)

NEXT QUESTION #1

Do you have any other equipment at your facility with OPTIMAX and/or Gideon Technology Installed? (Select NO if unsure or doesn't know)

YES 4 / NO 4

YES #4

Great. It would be very helpful for us if you would share what equipment you have with OPTIMAX and Gideon Technology installed. Will you share that information with me today?

YES 4a / NO 4a

NO #4

It may be difficult to identify what you have installed on any given machine, particularly an OPTIMAX installation. Would it help if I sent you a couple of items that will help you identify an OPTIMAX or Gideon Technology installation on your machines?

YES 5 / NO 4a

YES #4a

What machines do you have OPTIMAX and/or Gideon Technology installed on?

Do you have their serial Numbers?

Do You know when the OPTIMAX and/or Gideon Technology parts were installed?

Have you had any problems with either product?

(If they have had any problems tell them we are concerned and to ensure they are getting the maximum value out of these products you would like to have someone call them to follow-up and address their concerns. Verify phone number and best time to call. We will get a tech support person on the phone with them.)

How many hours are you getting between filter changes for these products?

Is this better or worse than you expected?

Proceed to [NEXT QUESTION 2](#)

NO #4a

No problem. We can take care of that at a later time and remember if you have any questions about those machines feel free to give us a call.

Proceed to [NEXT QUESTION 2](#)

YES #5

Excellent. I can send that by email if you are interested. What is your email address?

Record Response.

NEXT QUESTION 3

[NO 5a](#)

NO #5a

I will get that in the mail right away.

(Verify mail address if you have not done so previously.)

[NEXT QUESTION 3](#)

NEXT QUESTION #2

I will get that in the mail right away.

(Verify mail address if you have not done so previously.)

[NEXT QUESTION 3](#)

NEXT QUESTION #3

I would really like to thank you for your time we are just about complete.

You should have also received a set of window decals and a label for the air filter housing telling everyone these machines are equipped with OPTIMAX and Gideon Technology. If you do not have these I will gladly drop a set in the mail for you to install. These tools will help ensure you are not performing unnecessary maintenance on your machines and losing the benefits you should be enjoying from this advanced air filtration technologies.

Have you received the window decals and filter housing label?

[YES 6 / NO 6](#)

YES #6

Since you already have the decals and filter housing label then we are finished. Again thanks for your time and let me remind you that Sy-Klone provides a great technical support team to answer any questions you may have or to get information on ordering replacement filters for the Gideon Technology Powered HVAC Air Filtration System or service parts should something break. You can reach our tech support team at 1-800-351-8265 ext 310 or by email at support@sy-klone.com.

Do you have any questions I can answer at this time?

[YES 7](#) / [NO 7](#)

NO #6

Let me get a package of those decals and the filter housing label in the mail for you.

(Verify mailing address if you have not already done so.)

Well that about does it. Again thanks for your time and let me remind you that Sy-Klone provides a great technical support team to answer any questions you may have or to get information on ordering replacement filters for the Gideon Technology Powered HVAC Air Filtration System or service parts should something break. You can reach our tech support team at 1-800-351-8265 ext 310 or by email at support@sy-klone.com.

Do you don't have any questions for me that I can answer at this time?

[YES 7](#) / [NO 7](#)

YES #7

Answer questions or tell customer you will have to get back to him/her and tell them when you will call them back.

If you don't have any additional questions for me then again thanks for your time. If I can be of further assistance please give me a call, I can be reached at _____.

Talk to you later, _____.

[RETURN TO BEGINNING](#)

NO #7

Answer questions or tell customer you will have to get back to him/her and tell them when you will call them back.

If you don't have any additional questions for me then again thanks for your time. If I can be of further assistance please give me a call, I can be reached at _____.

Talk to you later, _____.

[RETURN TO BEGINNING](#)