



# Flow International Corporation: Simply Better Service

FLOW is your single source, total solutions provider, with more abrasive waterjet systems installed around the world than all other manufacturers combined. We are dedicated to ultrahigh-customer commitment. From Project Management, to Technical Support – everyone at FLOW is focused on one thing – YOU.

*No one else offers everything you need for the life of your machine.*

## Project Management

## Project Management

- Single point of contact for efficient system startup from quote to installation
- Individualized project coordination and thorough presentation of utility requirements
- Assigned Project Manager for personal attention, and rapid response to special requirements

## Training

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- Classes available at our state-of-the-art regional facilities in Kent, WA and Wixom, MI
- Training programs on operating and maintaining your ultrahigh-pressure waterjet system
- Maintenance and service video to supplement hands-on training and manuals

## Customer Service

## Customer Service

- Largest and most highly-trained service department in the industry
- 24 hours a day, 7 days a week service

## Product Choices

## Choices

- The highest availability and widest selection of spare parts in the industry – our goal is simple – deliver all stocked parts when you need them
- All in-stock replacement parts shipped same day when order is entered by 4:00 p.m. PST

## Technical Support

## Support

- 24/7 service from America's largest most highly-trained waterjet service team
- Over 20 FLOW Field Service Technicians located throughout the country
- On-site technical service calls anywhere in North America (within 24 hours if necessary)

## Warranty

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- Warranty coverage for the first year on systems and select aftermarket options
- FLOW stands behind our parts and will replace any components which do not perform to our rigid specifications

### For Customer Service and Parts Orders call:

(800) 526-4810 or (253) 813-3339

### For Technical Support and Warranty call:

Western Regional Office  
(253) 813-3318

Eastern Regional Office  
(248) 669-4003

