

Parts Buzz...

From The Desk of the Aftermarket Parts Manager

Greetings to all. The first quarter of the year is now history and it is worth noting that it was slightly better, from an orders standpoint, than 2013.

We just completed our system upgrade that involved creating a brand new plant in SAP Global Power Service (GPS). As part of the change:

We also upgraded our inventory management system to a state of the art SAP system that will facilitate more efficient part locations and order fulfillment.

Our internal order processing also changed some, to again better support order fulfillment.

As with any major change, we are experiencing some challenges but we expect to work through all the surprises throughout the first few weeks. In the end, we will have a better and faster process with reduced freight costs to you, our customers.

The reduced freight comes from a process change mentioned earlier where we will now be combining orders to the same address, reducing the number of individual shipments as well as a reduction in shipping costs.

During the first quarter (Q1), we also offered special parts promotions for consumable parts (filter, hoses etc.). Look for additional promotions over the next months.

During the first quarter, sales released the first new **Kohler Towable Generators** with an LP option. In support of these units, we have created new parts kits:

35/45REOZT4

GM92062-S Service Kit (Spares)

GM92098-S Maintenance Kit

125REZGT

GM92063-S Service Kit (Spares)

GM92099-S Maintenance Kit

The maintenance kits contain normal maintenance items similar to the residential kits and are for dealer or distributor recommended stock.

We also introduced the GM91375 Residential Service Truck Kit, and the DEC3500 Controller Assembly. The GM91375 service truck kit is designed for the 38/48RCL home units. This kit is established for both distributor and dealer service trucks and contains some of the most likely needed parts for a service call. As parts are consumed, you can order replacement parts at regular pricing to back fill as needed. The 38/48RCL kit offers special pricing which is significantly lower than the individual part pricing.

Additionally, the DEC3500 Controller Assembly is now available in two configurations, GM86809-1 Controller Assembly, Dec3500 with/E-Stop and GM Dec3500 without/E-Stop.

Upcoming New products:

Over the next couple of months, we are planning to introduce pallet load and caseload pricing for some of our higher volume filters. Look for Power Talk updates.

We are continuing to work on the introduction of the Kohler branded Battery Informer. The battery informer will work with the generator controller and provide advance notice when it is time to change the battery before a no start takes place. The Kohler battery informer is an inexpensive method to prevent no starts and is easy to install.

Look for more on this product in the next month or so.

A **reminder**, in 2013 we introduced a new Kohler Branded Fluid Analysis program.

Purpose: To provide a Kohler Branded Fluid Analysis program to our customers.

Logistics:

- A Kohler Branded Program administered by a 3rd. Party Lab.
- 5 labs in NA
- Online unit history
- Toll free number for customer calls.

We have solid participation from a few and we are planning reintroduction of the program this spring.

Thank you for your continued business and please let me know if you have any questions or concerns.

Thank you,
Jeff Pittner ❖



Introducing New Aftermarket Parts Associates.....



Kyle Hahn joined the Kohler Aftermarket Parts department in November 2013, as a material planner/scheduler. Kyle is responsible for maintaining inventory level for service parts, expediting and rescheduling parts for orders, creating and entering material master data for new service parts, model obsolescence reviews, superseding and discontinuing parts in the material master, and working with the recommended scrap of service parts. He graduated in May 2013 from Lakeland College with a degree in Business Management and Marketing.

Ina Fitzgerald joined the Kohler Aftermarket Parts department in November 2013, as a sales coordinator. Ina is responsible for communicating with customers to provide prices, availability, order status and part research results. Ina relocated to Wisconsin from Des Moines, Iowa and holds a Bachelor's Degree in Journalism and Mass Communication from Iowa State University. She formerly worked as a purchasing assistant before relocating to Wisconsin.



Roger Dederling joined the Kohler Aftermarket Parts department in January 2014 as a Senior Technical Analyst. Roger is responsible for assisting the parts coordinators with technical questions, preparing spares lists, and developing various generator kits, such as enclosures. Roger comes to the parts department after serving 39 years in the

Engineering Department of Kohler Generator where he began his career as a CAD designer and later as a technical analyst in the new product design group. Prior to joining the Aftermarket Parts department, Roger was also in the Engineering Maintenance group performing various tasks such as field complaints, trouble shooting production problems, and other miscellaneous assignments.

Please welcome Kyle, Ina, and Roger to the Aftermarket Parts department! They are valuable assets to help serve you, our customers, with the best customer service and technical information that you need! ❖

Kohler Power Systems Learning Academy

For more than 90 years, KOHLER residential, industrial, marine, and mobile generators have powered applications from healthcare and education to data centers and weather stations worldwide. Along the way, we have accumulated a vast amount of knowledge and experience to share with you through the newly released Kohler Power Systems Learning Academy.



Kohler Power Systems Learning Academy offers online training for the fundamentals and product knowledge. The curriculum is set up to teach the basics of a generator. It is recommended that parts associates take the *Industrial Fundamentals* offering. In the Industrial Fundamentals module each individual section of the generator is broken down to the major components, what they are, and how they work. The industrial curriculum will provide you with information to be better versed in what particular parts are and how they work.

The training also benefits the parts associates who work regularly with their technicians. A technician may turn to the parts associate for the identification of a particular part they may be unsure of the part number. The training provides the parts associate with knowledge to become familiar with the different parts, which will aid in identifying the parts the technician needs.

KPS Learning Academy provides training on the basics of the KPS product lines and tips to sell each power system component. You will become better equipped to understand your customers' requirements and help them choose the part(s) that fit their needs.

The KPS Learning Academy puts 90 years of power experience in your tool kit. Kohler training can help you better meet the demands of the markets you serve. Training is also key to profitability and instrumental in moving your business or career forward. Gain the trust and confidence of your customers, and get on the path to success with KPS Learning Academy.

For more information and registration forms send a request to kpslearningacademy@kohler.com. ❖

FYI

Check out the top 200 residential service parts resource, located in the Service Parts and Literature Tools on Kohler Power Resource Center! The resource was put together to give you and your dealer the recommended residential parts we encourage you to stock. ❖

Literature Orders

When placing an order for literature, we prefer that you place literature on its own separate order. Doing so will allow your literature order to drop and ship when available. Literature and parts ship from two different locations. Literature ships from the Mosel warehouse, and parts from our new warehouse located at the Engine Division. ❖

Emergency Orders Saturday Deliveries

Effective April 1, 2014, two new Saturday delivery options for domestic emergency orders became available. The two new delivery options are *Parcel—Nxt Day Saturday Delivery*, which ships pre-paid, or *CustRqst—Nxt Day Saturday Delivery*, which ships collect.

Please refer to the below for more details and instructions for selecting the delivery options for emergency orders. If you have any questions regarding the new delivery options, please do not hesitate to contact us at aftermarketparts@kohler.com.

Order Entry

When placing your order, the two delivery options will display when you select:

Order Type: Aftermarket Parts

Order Reason: Emergency order

When selecting *Parcel – Next Day SatDel* your order will ship pre-paid.

When selecting *CusRqst – NxtDay SatDel* you must enter a Freight Acct number.

Select the Collect box, add your carrier account number, and choose UPS, Fed Ex or other. If you have any questions regarding the Saturday delivery options send an email to aftermarketparts@kohler.com. ❖

2014 Parts Factory Training

The time has come again to start thinking about attending the annual parts factory training. The training is tentatively scheduled for November 12 – 15, 2014. In the next month or two, a formal announcement and registration will be sent out. We hope you consider attending the factory training. Some key benefits of the training are: becoming more knowledgeable of Kohler's updated practices and procedures, buffing up your research skills, networking with other distributors, and of course, the fun that is had by all. ❖

Kohler Aftermarket Parts Return Policy Change

The semi-annual Aftermarket Parts return policy currently in place is changing to an annual return policy effective immediately. Due to the policy change implemented after January 1, we will accept two returns in 2014 for the distributors who prefer this option.

Each distributor and/or branch that purchases parts has one opportunity per year to return parts with a minimal restocking fee. Each annual return is limited to no more than 10% of the previous year's sales dollars. A straight 10% restock fee will be applied to the return. Kohler will accept annual returns until October 15 each year. Distributors may request an annual return up to 90 days in advance of the desired return month.

Please refer to the Power Talk Newsletter number 14-12 distributed on 4/7/14 for more details and instructions on placing an annual parts return. If you have any questions regarding the annual return policy, please do not hesitate to contact us at aftermarketparts@kohler.com. ❖

Service Parts Enclosure Reference

To better assist you in researching aftermarket parts, a reinstated enclosure reference document is located in the service parts and literature tools on Kohler Power Resource Center. The reference document includes the unit model number, original enclosure kit, and the part number for the replacement enclosure. Additional details such as the type of enclosure, material type, and comments are included on the reference sheet. Additions to the reference document will be added as new reinstatements are created. ❖

Please contact aftermarketparts@kohler.com with any questions. ❖

**DON'T
FORGET**

Remember to attach an orange return label to each box you are returning to ensure it arrives at the correct location. Additionally, check the return address on the return labels to make sure you have the current return address.

The return address is:

Kohler Power Systems
444 Highland Drive
Bldg 607
Kohler WI, 53044 ❖

Your story suggestions are welcomed. Please contact Katie Tschudy at katie.tschudy@kohler.com.