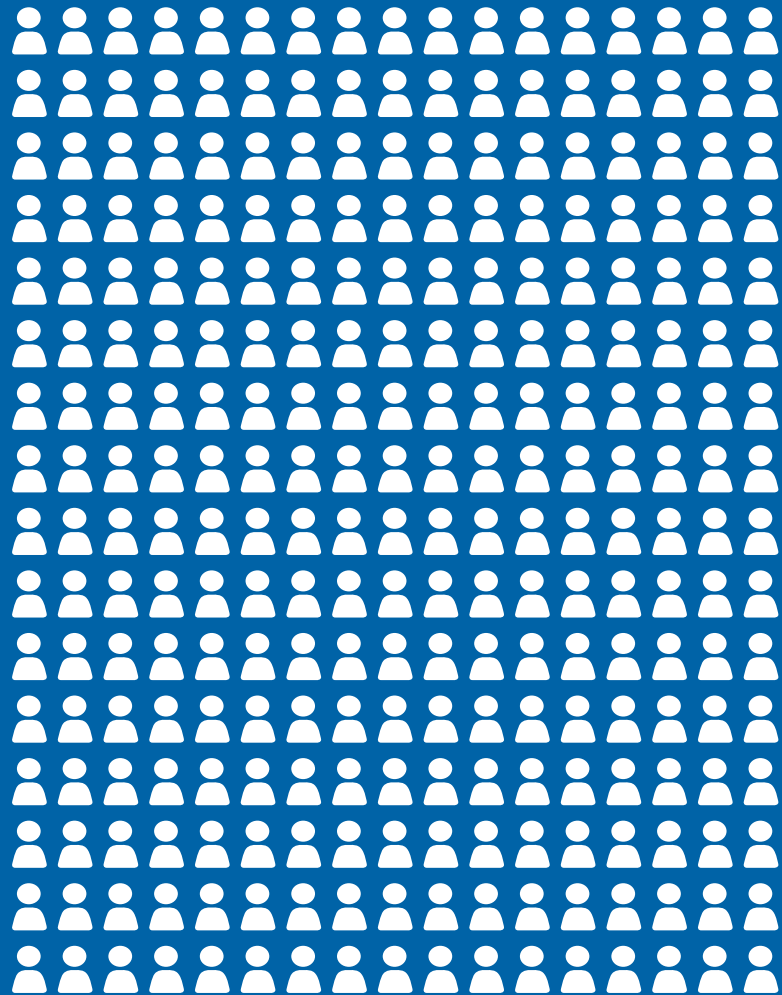


260+

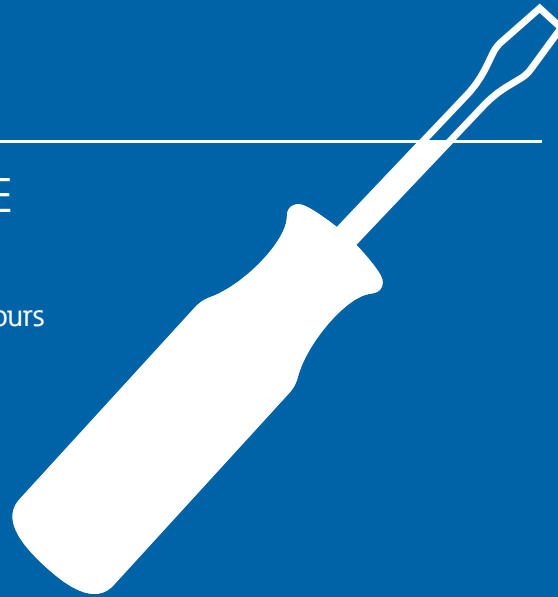
NUMBER OF FACTORY-TRAINED FIELD
TECHNICIANS IN NORTH AMERICA



77%

FIRST-TIME
FIX RATE

in less than 24 hours



70%

OF THE U.S. OFFERED
FOUR-HOUR RESPONSE TIME



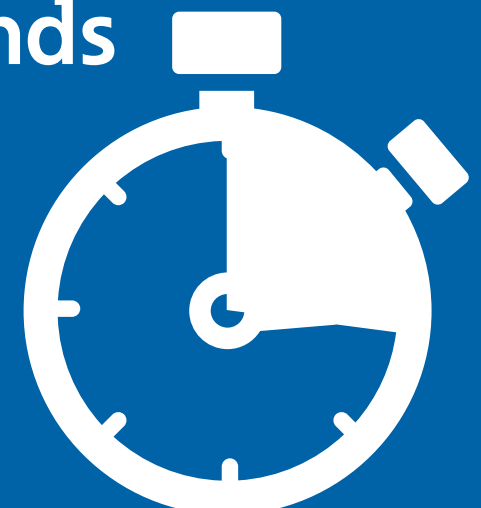
99%

OVERALL CUSTOMER
SATISFACTION



16 seconds

AVERAGE
SPEED OF
ANSWERING
SERVICE CALLS



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