



Castle RockTM

Industries, Inc.

Prochem Gold Seal Program

The chart below describes the compensation, coverage, maintenance and preventative maintenance schedules.

Information	ServiceMaster	Sears	Mohawk
Currently Purchase	Prochem truck mounts painted yellow and accessories	Ultratech painted dark blue with specific accessory package	Everest or Apex with no decals
Dealer Margin	\$600 credit paid direct to dealer	\$600 credit paid direct to dealer	\$600 credit paid direct to dealer
Installation Fee	Paid direct to dealer by franchisee. No preset amount by Prochem.	Organized and paid direct by Sears. No preset amount by Prochem.	N/A Installations and initial training generally completed by Mohawk outfitter.
Warranty Parts & Labor	The Franchisee (end user) is charged by the servicing dealer for all parts & labor. A warranty claim is submitted by the dealer for parts & labor for warranty items. Upon evaluation via the Prochem warranty procedure, a credit will be issued to the servicing dealer's Prochem account, the credit amount is passed back to the franchisee by the dealer. Labor should be submitted via the warranty claim form at \$36.00 per hour.	The Franchisee (end user) is charged by the servicing dealer for all parts & labor. A warranty claim is submitted by the dealer for parts & labor for warranty items. Upon evaluation via the Prochem warranty procedure, a credit will be issued to the servicing dealer's Prochem account, the credit amount is passed back to the franchisee by the dealer. Labor should be submitted via the warranty claim form at \$36.00 per hour.	The Franchisee (end user) is charged by the servicing dealer for all parts & labor. A warranty claim is submitted by the dealer for parts & labor for warranty items. Upon evaluation via the Prochem warranty procedure, a credit will be issued to the servicing dealer's Prochem account, the credit amount is passed back to the franchisee by the dealer. Labor should be submitted via the warranty claim form at \$36.00 per hour.
Preventative Maintenance	Scheduled maintenance must be performed at 25, 100, 500 hours per the information below to be eligible for Gold Seal coverage. Submit a claim via the Prochem warranty procedure for parts used and labor at \$36.00 per hour.	Scheduled maintenance must be performed at 25, 100, 500 hours per the information below to be eligible for Gold Seal coverage. Submit a claim via the Prochem warranty procedure for parts used and labor at \$36.00 per hour.	Scheduled maintenance must be performed at 25, 100, 500 hours per the information below to be eligible for Gold Seal coverage. Submit a claim via the Prochem warranty procedure for parts used and labor at \$36.00 per hour.

Scheduled Maintenance (Applies to ServiceMaster, Sears & Mohawk)

25 Hours	100 Hours	500 Hours	Submit Warranty Claim Forms to:
Change engine oil and oil filter	Change engine oil and oil filter	Water Pump - change oil	Submit Warranty Claim Forms to: CRI / Prochem Warranty Department 1300 West Radcliff Avenue Englewood, CO 80110 Phone: 800 444 7654 Ext 199 (please quote claim reference when calling)
Check water pump belt, tension & wear	Pressure Regulator - lubricate o-rings	Drive Belts - inspect for wear & proper tension	
Check oil level	Air Cleaner - inspect element, replace if necessary	Drive Sheaves - inspect alignment	
High Pressure Hoses - inspect for damage & wear	Fan Belts - inspect tension & wear	Sheave Screw Sets - check for proper torque	
Vacuum Pump - check oil level, belt tension & wear	Radiator Hose & Clamps - inspect for wear & tightness	Bushing Cap Screws - check for proper torque	
Drive Sheaves - inspect for proper alignment	Chemical Valves - check for proper operation	High Pressure Hoses - inspect for damage	
Sheave Screw Sets - check torque values	High Pressure Hoses - inspect for damage & wear	Air Filter - inspect element & replace if necessary	
Bypass Manifold Orifice & Strainer - inspect for debris or blockage	Water Pump - check oil level		
Battery - check for proper fluid level & clean terminals	Vacuum Pump - check belts for wear & proper tension		
	Battery - inspect for proper fluid level & clean terminals		

Please Note: Rainbow/Worldwide and Servpro units are covered under standard Prochem warranty