

KOHLER® Current

**POWERING A
SUSTAINABLE FUTURE**



AFTERMARKET PARTS & SERVICE
MAGAZINE ISSUE 2 - 2022

KOHLER®

DEAR PARTNERS AND ASSOCIATES

Welcome to our second quarterly channel Kohler Power Systems Aftermarket Parts and Service magazine. It's good to be back in touch, and gratifying that so many of you offered feedback on our first issue. We appreciate your insights, suggestions, and support.

We launched this magazine for two main reasons. First, we want to help you grow your business by ensuring you have the most up-to-date insights about our parts and services and secondly, we want to strengthen our relationship with you, and yours with your end customers, to make that growth happen.

I have had the opportunity to meet with many of our global channel partners over the past few weeks and have been particularly impressed with both their capabilities and the long-term relationships they have developed with Kohler and their customers. Such strong relationships will be vital to ensuring that we can all successfully navigate today's challenging global environment, particularly the energy supply-chain issues that have emerged due to the pandemic and the situation in Ukraine.

As a partner, you already know our core strengths: our people, products, and processes. In this magazine, we expand on the work that we are doing to enhance these strengths to better serve you and your customers.

We have initiatives underway to strengthen our channel engagement, provide even better service, and enhance our business infrastructure. We are also embracing digitalization with many initiatives targeted around improving our overall customer satisfaction and ease of doing business.

Our mission at KPS is to ensure that our people, products, and processes provide a fast and professional response to your parts and service requirements. With these initiatives – and those that develop from the insights you provide – we plan to continually improve our ability to fulfill that mission.

Enjoy our Q2 AMPS magazine and I look forward to getting more feedback from you on what you would like to hear from us in the future.

Regards,

Ashish Dutta
Vice President - Aftermarket Parts & Service
[Kohler Power Systems](#)



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1 INSIDE KOHLER

In the coming weeks and months, you will see more and more information about Kohler Power Systems' clean energy journey. As you are well aware, there is an increasing desire to see a shift toward more sustainable solutions as part of the global fight against climate change. How can we lead the way?

Kohler has laid out a clear plan for a long-term change to more sustainable power - supporting customers to achieve great efficiency now, while laying the groundwork for long-term transformation and ensuring critical infrastructure has reliable power.

Today there is a breakthrough in our industry—a renewable fuel called hydrotreated vegetable oil (HVO) that can replace fossil diesel in our back-up generators or be mixed with it. Why is it extraordinary? It reduces net carbon dioxide emissions by as much as 90%, presents none of the disadvantages of first-generation biodiesels, and is available now. Our current KOHLER® industrial diesel generators are compatible, therefore HVO will be an important part of our strategy.



This clean energy approach and HVO capabilities will be highlighted in external marketing communication campaigns. The main one called Sustainable Future reflects everything we do to sustain a better planet; the campaign will focus on this alternative fuel and its benefits.

Visit sustainablefuture.kohlerpower.com to learn more, and follow us on LinkedIn to see all our latest news. Trainings about HVO will be provided, and a distributors' communication kit will also be shared with you in July. For more information, speak to your Kohler contact.

More than ever, backup generators and generators of all kinds are essential to keep the world moving. Let's lead the way together to make them sustainable and create today's generators for tomorrow's generations.



Hervé Prigent
Vice President—Marketing,
Power Systems

PARTNERING ON TECHNOLOGIES FOR YOUR SUSTAINABILITY JOURNEY

MISSION-CRITICAL POWER IS VITAL TO MANY ASPECTS OF OUR DAILY LIVES

\$23.6 BILLION BY 2025

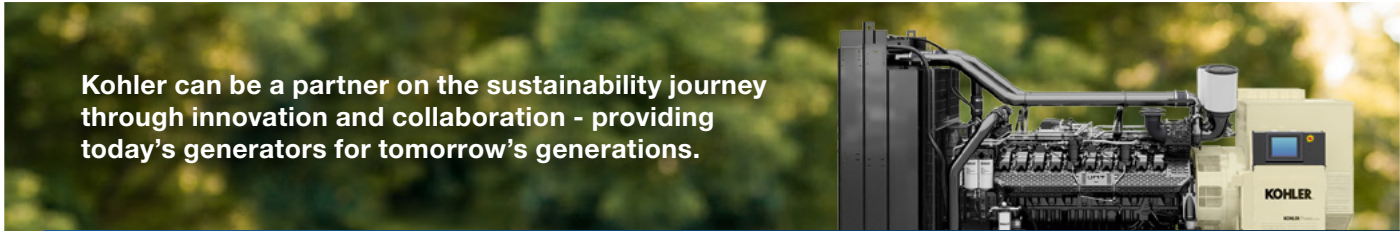
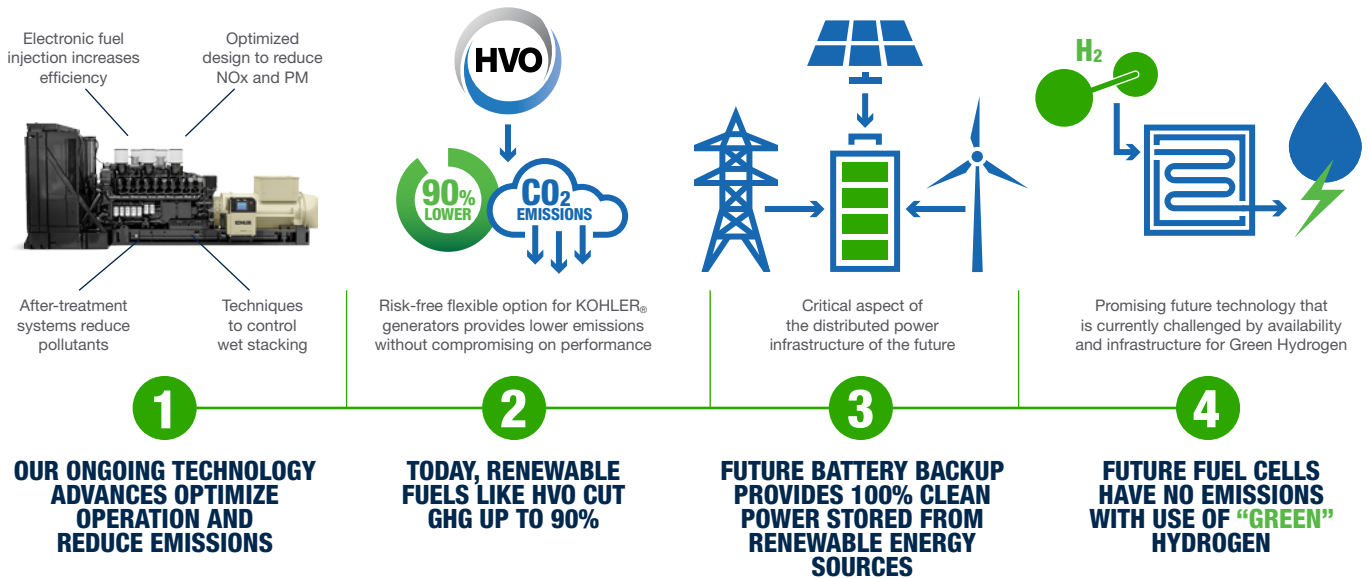
Global generators sales are expected to grow to **\$23.6 billion** by 2025¹



Users are serious about sustainability, including their generators



KOHLER IS INVESTING HEAVILY IN ENVIRONMENTALLY FRIENDLY TECHNOLOGIES



Kohler can be a partner on the sustainability journey through innovation and collaboration - providing today's generators for tomorrow's generations.

GET YOUR ANSWERS AT [SUSTAINABLEFUTURE.KOHLERPOWER.COM](https://sustainablefuture.kohlerpower.com)

2 SERVICE

TIER 3 TEAM



INTRODUCING EMEA'S TIER 3 TEAM

The EMEA Tier 3 team is led by Sebastien Maussion and is made up of six individuals in Brest, France working together to offer world-class global service and expertise in their field. The team analyzes for complex trouble-shooting and proposes solutions for their various distributors. "The more data we can get, the faster we can analyze the issue and the quicker our customer will be satisfied," said Sebastien Maussion.

The group offering **Engineering support** serves as a link to the engine OEM. They analyze and solve complex trouble shooting issues. They also offer technical expertise for legal cases in the EMEA region.

Technical Support is vital because of the complex nature of the engine, especially with the new emission regulations. Working in the field gives this team good service knowledge on the unit from the start of the sale.

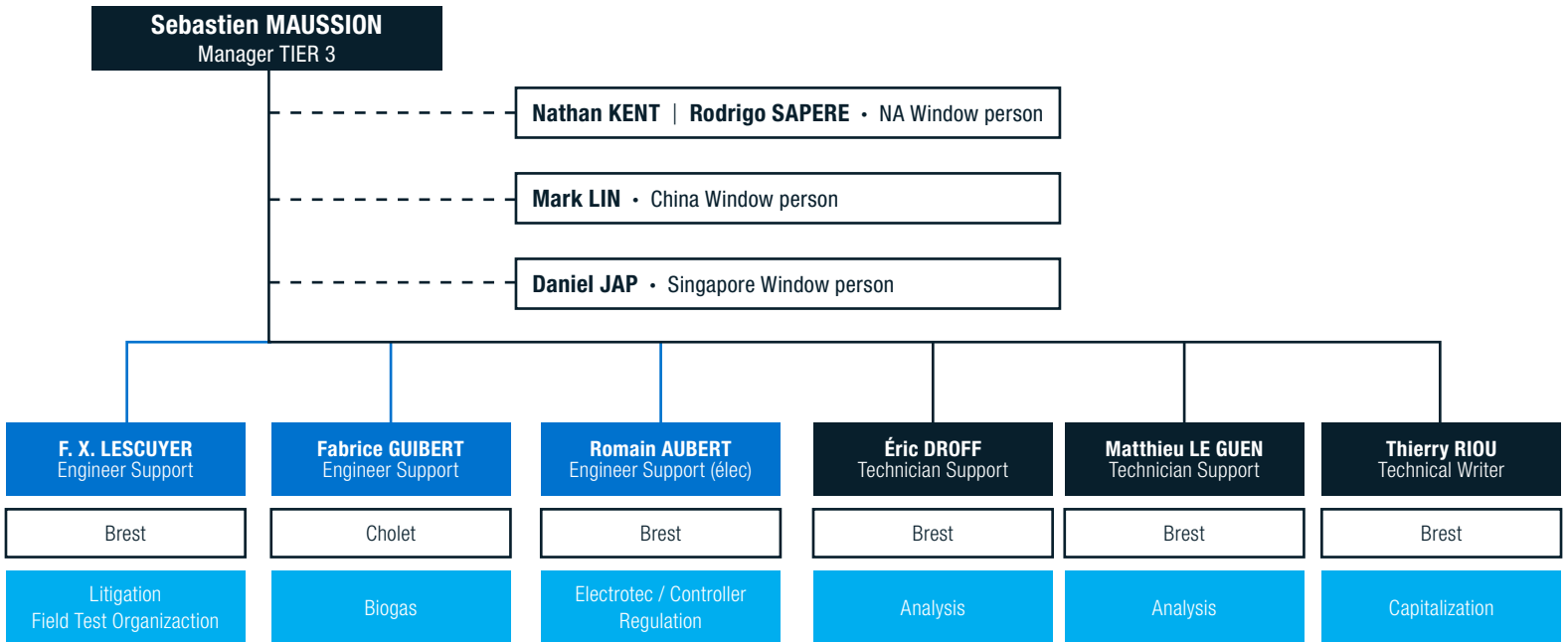
The **Technical Writer** writes and distributes to internal and external (distributor) users the evolution of technical information for service. This is important to propose efficient service by avoiding repeat mistakes, increasing the knowledge of way of repairing, and adjusting the information with the up-to-date information coming from supplier or from the market.

The team is strongly working to improve their data collection to have a better understanding of the market and the customer usage. A new system for high-rate remote data system is currently on test. The 2022 target is to implement that system as an important tool for the service teams, resulting in more data without travelling.



"OUR TEAM DOES A GREAT JOB COMMUNICATING WITH OUR CUSTOMERS AND WE MAKE SURE TO STAY IN TOUCH CONSISTENTLY. COLLECTIVELY WE SHARE A LOT OF KNOWLEDGE, AND OUR EXPERTISE IN OUR FIELD IS A GREAT BENEFIT TO OUR CUSTOMERS," MAUSSION SAID.

ORGANIZATION



Sebastien MAUSSION
Technical Director, Manager Tier 3
– Aftermarket Parts & Service

What is your role in Kohler?

Technical Director, Manager Tier 3 – Aftermarket Parts & Service

Where are you located?

Brest, France.

When did you join the company?

September 2021.

For which territories and markets are you responsible?

My technical job is global. My goal is to capture the most information worldwide to improve our processes. The more details we can get and the more cases we see, the better solution we are able to propose to our customers. I am also managing a team in Brest.

What do you love about your job?

I enjoy human relationships—managing the local team and trying to have an efficient network to deliver the best of each person. For the technical parts of the job, diversity is fun. We never know what tomorrow will bring and each new issue is different.

How do we win in the minds of our customers, beating out our competitors?

We strive to demonstrate accuracy and professionalism to our customers. Our job does now allow for approximations; we must speak with data. Customer relationships is the second axle of trust that is not always easy, because economic result is a key driver.

What else would you like to share about yourself?

After a long career in automotive (Renault serial cars and Formula 1), I am proud to put all of my experiences and knowledge to deliver the best service to our customers. I am still getting used to the size of the engines, but I enjoy the work. I am also happy be back in Brittany, France since that is my native region.

INTRODUCING SERVICES N.A.



THE NORTH AMERICAN AFTERMARKET PARTS AND SERVICE GROUP IS LED BY WAYNE HIRSCHMANN AND CONSISTS OF MULTIPLE TEAMS THAT PROVIDE WORLD-CLASS SERVICE TO KOHLER POWER CUSTOMERS ON A VARIETY OF LEVELS.



The **Warranty** team provides policy execution, warranty claim reviews, system and user maintenance and definitions, and internal and external supplier recovery efforts.



The **Corporate Accounts** team manages all after-sales service efforts, including commissioning coordination, invoicing, warranty, and scheduled and unscheduled repair efforts for high-value critical direct-account customers.



The **Service Training** team, managed by Russ Warnock, executes factory service training efforts. This includes curriculum development and delivery of web-based and instructor-lead factory service courses.



The **Service team**, managed by Nathan Kent, is divided into three subteams, or service tier levels.

- Tier I team provides direct customer service support to end users and contractors by providing product information, warranty details, and referrals to dealers and distributors based on the customer's location and zip code.
- Tier II team is a group of technicians and engineers that provides after-sale factory-direct technical support to our channel partner's service teams.
- Tier III team is a group of highly trained mechanical and electrical engineers, affectionally called "flying doctors," dedicated to resolving high-level and complex issues related to KOHLER® KD Series™ generators and other large-bore diesel- and gaseous-powered products.





Wayne HIRSCHMANN
 Assoc. Director –Aftermarket
 Parts & Service, Americas

What is your role in Kohler?

Associate Director, Aftermarket Parts & Service, Power Systems Americas.

Where are you located?

Just outside of Green Bay, Wisconsin, in the small town of Pulaski.

When did you join the company?

September 2013.

For which territories and markets are you responsible?

North America after-sales service, including customer service, technical service, corporate account service, service engineering, service training, and warranty processing and execution.

What do you love about your job?

The people. Every day brings new challenges, and I enjoy solving problems and building strong, diverse teams of problem solvers. The absolute best part of my job is being able to work alongside some amazing superstars.

How do we win in the minds of our customers, beating out our competitors?

Culture, relationships, and world-class service! If we believe in what we offer and what we do, cultivate that winning culture in the people we partner with, and collectively demonstrate that with pride and professionalism as we delight our customers, we will win!

What else would you like to share about yourself?

I am a proud Wisconsin native, Navy veteran with more than 21 years of service, and dedicated husband and father.



3 DISTRIBUTION FOCUS



AFTERMARKET PARTS AND SERVICE ADVISORY BOARD NA

In the second quarter of 2021, KOHLER Parts and Service North America made the decision to form a parts advisory board that consisted of seven leaders throughout industrial distribution. These leaders are a sampling of what the entire distribution represents. They also have a strong knowledge base and years of experience to bring to discussions regarding our business together. The intention of this group is to meet twice a year to aid in guiding the direction of the KOHLER Aftermarket Parts and Service business.

The first meeting took place virtually due to COVID restrictions in October 2021. A few of the topics that were covered were parts strategy, product management, service/parts alignment, and marketing. This was a valuable session that shed light on adjustments Kohler needs to make and to give distributor board members a preview as to what is coming. These virtual meetings like this served the purpose but the goal is to hold these meetings in person at different locations.





On April 28, 2022, the second Distributor Advisory Board meeting was held in person, and it was a success for both Kohler representatives and for the distributor members. Some of the topics that were covered include service/training, warranty, digital enablement, and growth strategies. The highlight of this meeting was the shared growth strategies tied with best practice sharing from distributors. This provided guidance from fellow colleagues, and it also allowed Kohler to determine in what manner it can help drive the parts and service business with distribution.

Currently the next steps are being worked on to keep this board moving forward and making progress with the end goal of successful business growth. Some distributors in North America may not be aware of this advisory group, and Kohler hopes to extend more invitations in the future.



2022 EMEA DISTRIBUTOR CONFERENCE KPS AMPS FEATURED A

On May 30 and 31 the Global Aftermarket Parts and Service leadership team participated in the 2022 Distributor Conference in Cannes, France. With more than 200 attendees, the conference committee organized two days of strategic presentations, breakout sessions and social events. Several keynote speakers opened the first day including the president of Kohler Power Systems, James Zhang; the General Manager of EMEA Region Lenaik Andrieux; Vice President-Marketing Herve Prigent; the EMEA Channel and Sales teams represented by Olivier Andrieux and Jean Charles Acoet and the Vice President-Global Aftermarket Parts and Service, Ashish Dutta.



The Parts & Service breakout session



Ashish Dutta, Vice President-Aftermarket Parts & Service speaks at the c



S ONE OF MAIN PILLARS

The first day ended with a dinner gala and a networking event. On the second day four breakout sessions were arranged to facilitate knowledge and questions: Partner Community, Service and Parts, Data Centers, and Marketing.

The breakout session for Service and Parts was led by Howard Spurgeon, Renaud de Saint Andres, Nicolas Lahera, Stephen Barberis, Patricio Iligaray and Ashish Dutta. The session covered strategy, state of the EMEA business, 2022 big wins, service processes and organization.



Coffee breaks



conference.



The "A" team



Salon Diane had four groups, English and French

INTRODUCING OUR DISTRIBUTORS **DRUMCO ENERGIE**



Located in Drummondville, Québec, Canada

- 65 employees, including 3 parts personnel and 15 technicians
- Satellite technicians are located all over the province and help support the AOR
- 3 parts warehouses in Drummondville, Montreal and Quebec City

Drumco Energie serves all markets in their designated area of responsibility (AOR) including industrial, residential, marine, and mobile.

Over the years, Drumco has found success in the industrial market by working with specified engineers to get specs in public bid markets.

“We are successful with KOHLER® parts sales because we sell KOHLER genuine parts and consumables. When we do a spec, we always include a five-year maintenance contract with the sale of the unit,” said Olivier Côté, Vice President-Sales. “When a customer buys a KOHLER generator, they are also committing to using KOHLER genuine parts, so it’s easy to continue servicing the unit.”

Having the right parts on hand at the right time is also essential.





“We ensure that we are stocked with the right KOHLER genuine parts and consumables so that our service technicians can fill up their service vans and be ready when needed,” Côté said.

Côté’s passion for power and service goes back generations. His grandfather started a distributorship in 1970, and his father took over that company in 1982. They signed on with Kohler in 1985, and his father sold him the business in 1996. In 2008 they made the switch to be an exclusive KOHLER distributor and named the company Drumco Energie.

“We built this business from scratch,” Côté said. “Twelve years later, we have about 25% of the market.”



INTRODUCING OUR DISTRIBUTORS EMEA KVT, OUR NEW DISTRIBUTOR FOR



We are excited to introduce our new distributor KVT. We look forward to a great partnership and expected bright future.

KONINKLIJKE VAN TWIST is a sixth-generation family-owned company. Located in Dordrecht Netherlands, a professional team continues to build a historically impressive business. In addition, they have a second location in Belgium with their sister company Hunter Van Twist, both of which can claim with pride very modern world class facilities.

Established in 1836, with humble beginnings and a great work ethic this brought success and steady growth into the 20th century. Beginning in 1922 the Van Twist family began to work on transport engines and in 1930, started to import the first diesel engines into the Netherlands. In 1953 Van Twist partnered with Perkins to sell engines for trucks and other powered equipment and currently is the oldest Perkins distributor in the world. In 2013 the Van Twist family celebrated 175 years in business receiving a Royal warrant from the Dutch government - an honor and testament to their resilience and professional business culture.

In 2021 a new era began at Van Twist, when they partnered with Kohler to become a distributor in the Netherlands and Belgium. Now KVT is rapidly expanding the Kohler brand. A new building dedicated to Kohler is opening this summer. It will house stock generators, spare parts and more than two dozen technicians. This investment and partnership follow the values of Kohler and the comparisons of the family-owned businesses that value hard work.



New Kohler building just finished. Inside it has the Kohler logo painted on the floor.



FOR NETHERLANDS AND BELGIUM



 PRESENTATION VIDEO

UW BETROUWBARE PARTNER



4 CUSTOMER SUCCESS STORIES

SERVICE EMEA SUCCESSFUL INST

OVERVIEW

After having installed three generators during two previous phases, it was a question of installing a fourth generator on this site located in the eleventh arrondissement of Paris. In this data center already operational with service continuity constraints, it was important to avoid business disruptions.

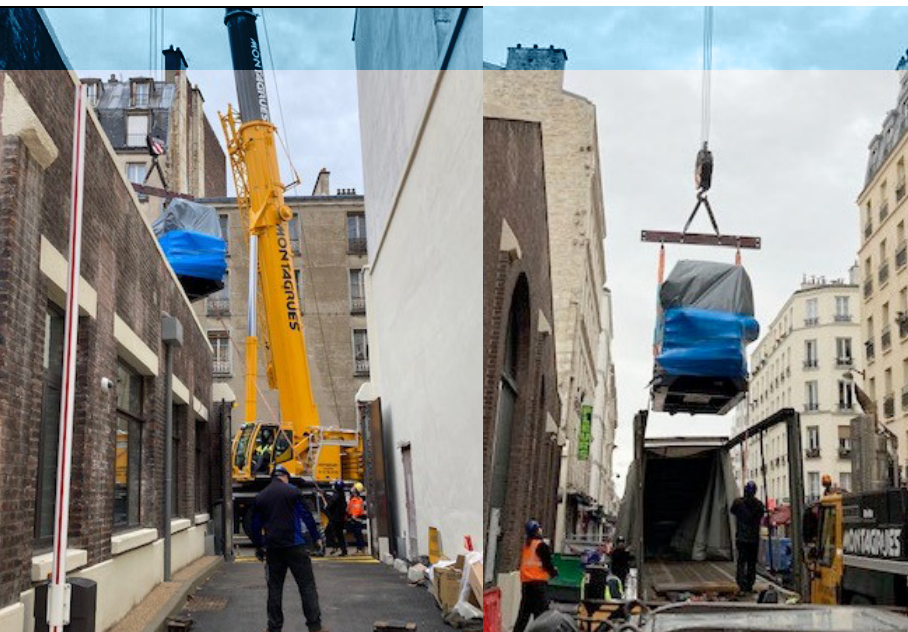
For each GE, cooling by air cooler was installed on the terrace with construction over a length of 65 meters of connecting pipes between the exchanger of each KD 3100 engine and each air cooler.

- 22 ml double-skin stainless steel chimneys in DN550
- 2 mufflers by GE (fixed to the ceiling)
- 2 fuel tanks of 80,000 liters
- Automation cabinets in APM802 to provide backup electrical energy for a MV installation following a loss of network on track A or on track B
- Coordination with CAPINGELEC (Project Owner)



CHALLENGE

Add a fourth generator to a data center in operation. The other major constraint concerned the crane operation and the handling of equipment in a very limited environment in terms of space, which also required specific authorizations in order to block traffic.

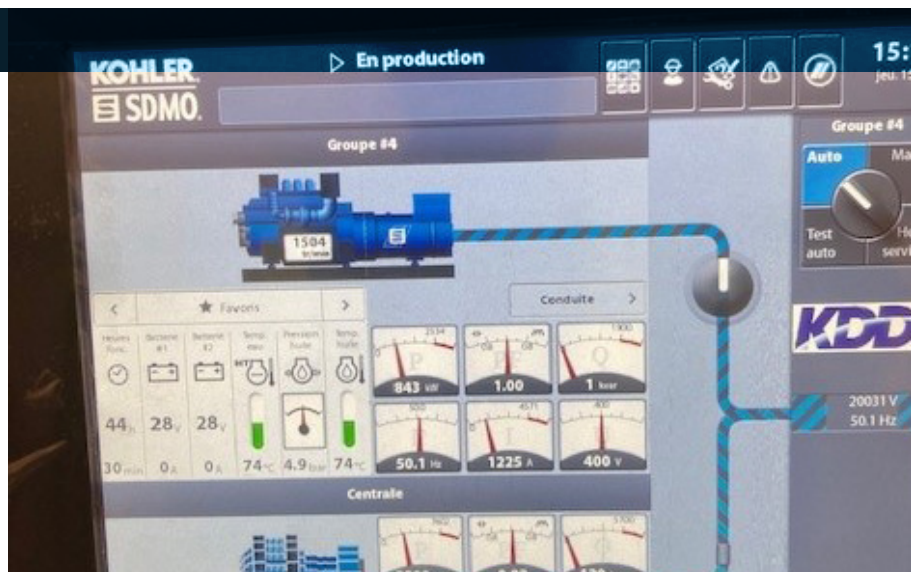




INSTALLATION OF KDDI

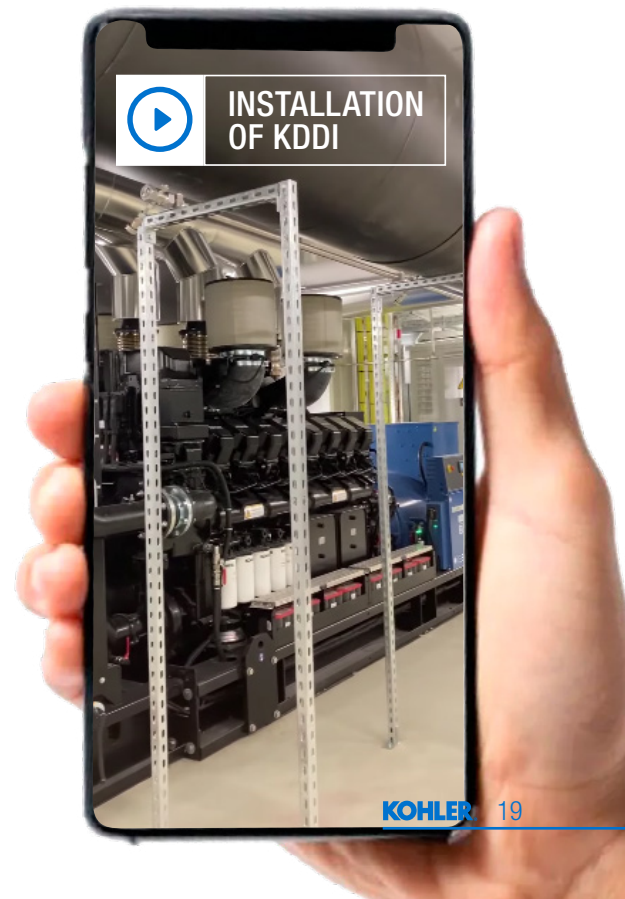
SOLUTION

Test the entire operation with integration of the fourth generator set without disturbing the operation of the data center by having also carried out the upgrade of the three other generator sets according to the standards of the newly installed fourth GE.



RESULT

For this installation carried out in Paris with strong logistical constraints, the client was satisfied with the work carried out in three phases in order to adapt to the evolution of its needs.



SERVICE N.A. **COMMISSIONING OF KD1250 TIER 4 FINAL**



Levi Weilerand and Beardslee of the North American Service Engineering team were onsite in Kansas recently, supporting the commissioning of two KD1250 Tier 4 Final generators. Kohler Company is dedicated to supporting sustainability efforts, and this dedication was on full display when the KOHLER® Tier 4 Final KD Series™ generator was named a Sustainability Product of the Year by The Business Intelligence Group in 2021.

The award honors people, teams, and organizations that have made sustainability an integral part of their business practice or overall mission. That mission was again made a reality and demonstrated by the commissioning of these Tier 4 Final generators that parallel with a 3 MW wind turbine.

The project was made possible by a talented and dedicated team of Kohler professionals and channel partners, and the North American AMPS Service Engineering group was a big part of those efforts, shining a spotlight on an amazing product and a dedicated AMPS team.



SERVICE N.A. **SUPPORT FOR DATA CENTER IN SINGAPORE**



This is a critical application where two-hour response time and 24/7 direct support from a service team with escalation plans in place to support for a Tier 3 data center in Singapore.

There are currently four KOHLER® KD2250 generators that provide emergency backup power for its operations.

The capability to provide fast, direct support by the Aftermarket team is important to keep the power on for the data center to achieve high reliability. Planned maintenance visits also ensure that the KD2250 generators will always be in good condition to provide emergency power for business and operations continuity.



DISTRIBUTOR SUCCESS STORIES

KRAFT POWER SUCCESS STORY



Jeff Larsen is the Director of Operations for Kraft Power at their Woburn, Massachusetts, branch. Jeff's primary responsibility is to oversee Kraft's parts and service operation. One of the objectives within the operation is to obtain service contracts on generators. Many of these contracts include KOHLER® generators as well as some non-Kohler contracts.

In 2020 Kraft Power won a service and maintenance contract with a local university that had 25 generators on-site. These generators had a mix of brands including KOHLER, but it was Kraft's responsibility to maintain all the units. As part of the agreement, Kraft holds quarterly meetings with the institution to review maintenance items and to give updates on the status of the units.

When the service contract was won, the university had direct guidelines to only purchase CAT generators in the future and no other brands. Kraft decided to offer a lunch and learn to the university to demonstrate the value of a KOHLER generator. Because Kraft had been providing great service, they were able to build trust and a relationship that opened the door to an acceptance of the lunch and learn.

Since that meeting, the university's engineering staff has been intrigued and has continued to ask questions regarding KOHLER products. Jeff Larson and his team at Kraft opened the door to Kohler becoming an approved product by the university, and they currently have two KOHLER 250 kW generators on order. This situation demonstrates the importance of trust, relationships, and perseverance.



Jeff Larsen

Director of Operations at Kraft Power

Woburn, Massachusetts

DISTRIBUTOR SUCCESS STORIES

WB POWER SERVICES – NORTHAMPTON



WB Power Services (WBPS) was first established in 1983 and since then we have grown significantly in size and service capability. Today, it provides critical power services to some of the U.K.'s most important businesses and organizations, ensuring essential services are protected. They are proud to retain their family values on a national scale as they strive to be the biggest and the best power generation company in the U.K.

Northampton General Hospital NHS Trust provides general acute services for a region with a population of 380,000 people living throughout Northamptonshire, a population of 684,000. The Trust also provides other services to a wider population of 880,000 who live in Northamptonshire and parts of Buckinghamshire.

WB Power Services were awarded the opportunity by the Foundation Trust to specify, design and install a standby power solution for the hospital, providing vital backup power for the facility in case of a power failure.

HAMPTON GENERAL HOSPITAL



11MVA+

GENERATOR INSTALLATION

6x prime rated generator sets installed on-site, totalling 11.2MVA

**200,000
LITERS**

FUEL MANAGEMENT SOLUTION

Over 200,000 liters of fuel provided via newly installed fuel solutions.



EQUIPMENT REMOVAL & REFURB

Responsible for the removal, transportation and refurbishment of existing generator sets.



PLANT ROOM INSTALLATION

The generator sets were installed in existing plant rooms with significant space restrictions.

OTHER REQUIREMENTS

- SOUND RESTRICTIONS
- CONTROL SYSTEMS
- ELECTRICAL INSTALLATION WORKS

GENERATORS 1, 2, & 3

EQUIPMENT REMOVAL & CIVIL WORKS

Phase one of the project was the supply, installation and commissioning of three KOHLER-SDMO T2500 2273 kVA Mitsubishi prime-rated generator sets complete with a set mounted ComAp control system, offering both set-to-set and set-to-mains synchronizing capabilities, situated in an existing plant room. Prior to their installation, the existing generators and accompanying ancillary equipment was to be removed. Work included:

- Strip down internal canopies of existing generator sets
- Civil works on external 'landing' area
- Dismantling of existing exhaust flues
- Drain down & cut up two 20,000L fuel tanks
- Removal of external exhausts



Existing generator sets and ancillary equipment demonstrated significant wear and tear and was no longer offering a reliable backup power solution for the hospital.

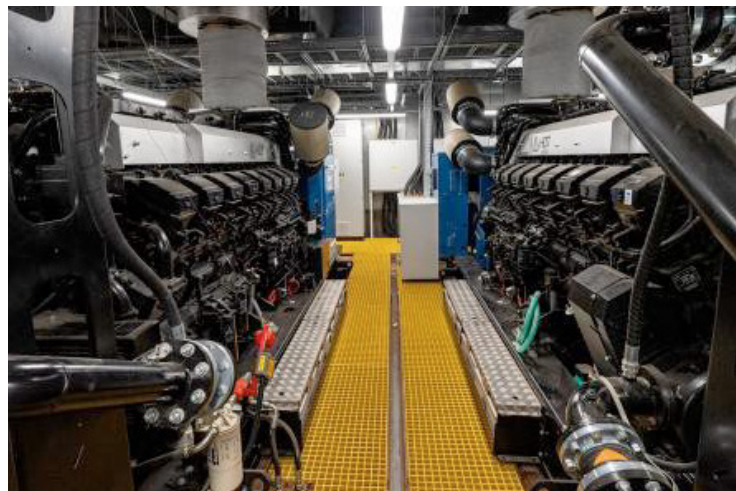


GENERATORS 1, 2, & 3

GENERATORS & ANCILLARY EQUIPMENT INSTALLATION

Once all existing generators and ancillary equipment had been removed, modifications were made to the existing layout of the plant room to allow for the installation of an additional generator, in addition to the existing two. Following this, installed equipment included:

- Acoustic plantroom equipment (75dba @ 1m)
- Three KOHLER-SDMO t2500 2273kva Mitsubishi generators with accompanying banded slab fuel tanks
- Bespoke pipework and flue systems
- Remote radiators, situated on the roof



The three T2500 Kohler-SDMO generators were installed with set to set & mains synchronising control panels

FLUE AND RADIATOR SYSTEMS

Due to the healthcare environment, there were strict noise levels that the newly installed generating sets had to achieve. To accomplish this, WB Power proposed the supply and installation of exhaust gas silencers, which would achieve a sound level of 75 dBA @ 1m. The three flues were required to be extended to roof level and followed the route of the existing flue.



The newly installed pipework and flue system, which was designed and installed by WB Power Services.

The three remote radiators in place upon the roof of the hospital, built within a bespoke steel granry and walkway system.

GENERATOR REFURBISHMENT

Phase two of the project was the removal of two existing Perkins generator sets. Following their removal from the existing plant room, the generators were transported back to our Ilkeston testing facility to be refurbished. Works included:

- Alternator replacement on generator one, utilizing OEM spare parts.
- Reinstallation of generators in new acoustic housing.
- Full service, load testing and proving.
- Civil works including concrete base and compound construction.
- New 200-hour, base tanks installed with transfer system.



As part of the installation, the incumbent generators were removed, refurbished and re-installed by WB Power Services

EQUIPMENT REMOVAL & CIVIL WORKS

GENERATORS 4, 5, & 6

Phase three of the project was the supply, installation and commissioning of three KOHLER-SDMO T1250 1000 kVA Mitsubishi prime rated generator sets, complete with a set mounted ComAp control system offering both set-to-set and set-to-mains synchronising capabilities, to be installed within an existing plant room. Prior to their installation, the existing generators and accompanying ancillary equipment was to be removed. Works included:

- Drain down existing bulk tank and dispose of fuel tanks
- Isolate and remove existing generators & switchboards
- Remove gensets, exhausts, outlet attenuators, swb and fuel tank from site
- Complete required civil works, extending outlets outside the room



The newly installed outlet attenuators for generators 4, 5 and 6.

GENERATORS & ANCILLARY EQUIPMENT INSTALLATION

GENERATORS 4, 5 & 6

Once all existing generators and ancillary equipment had been removed, modifications were made to the existing layout of the plant room to allow for the installation of an additional generator, in addition to the existing two. Following this, installed equipment included:

- Acoustic plant room equipment (75dba @ 1m)
- Three KOHLER-SDMO t1250 1000kva prime rated Mitsubishi generators with accompanying bundled slab fuel tanks
- Bespoke pipework and flue systems
- Installation of new switchgear
- Installation of new 200 hours bulk tank with transfer system



Newly installed T1250 KOHLER-SDMO generators and switchgear in place within the plant room

OUTCOME

FOLLOWING COMPLETION OF THE INSTALLATION, THE SETS WERE COMMISSIONED UTILIZING A RESISTIVE LOAD BANK TEST. THIS WAS CONDUCTED BY WB POWER'S IN-HOUSE COMMISSIONING TEAM, WITH ONE OF THEIR COMMISSIONING ENGINEERS ON SITE CONDUCTING THE TESTS OVER A 10 DAY PERIOD. WHILST ON-SITE THE ENGINEER WAS ALSO ABLE TO DELIVER FORMAL TRAINING TO THE HOSPITAL ENGINEERS. A DETAILED ANALYSIS OF THE PROJECT FOUND THAT THE GENERATOR AND ACCOMPANYING ANCILLARY EQUIPMENT WAS DELIVERED BY OUR PROJECTS TEAM WITHIN PREDEFINED TIME FRAMES AND ON BUDGET. ALL PREDEFINED HOSPITAL REQUIREMENTS WERE DELIVERED, MEANING THE PROJECT WAS A GREAT SUCCESS FOR WB POWER.

5

PRODUCT SPOTLIGHT

COOLANT ADDITIVES

Premixed coolant has four primary components: glycol, water, additives and dye. Within the coolant mix, additives are the main point of differentiation. The additives provide protection against corrosion, cavitation, and scale buildup. There are three types of coolant additive technologies in the market.

- 1. Inorganic Salts (IS):** Used in traditional green coolants. The inorganic salts are sacrificial and form a protective layer on cooling system components.
- 2. Organic Acid Technology (OAT):** Utilizes a variety of acid types to passivate cooling system components. Some acids are more effective than others.
- 3. Hybrid Organic Acid Technology (HOAT):** Contains both IS and OAT additive types. Popular for both diesel- and gaseous-powered applications.

Over the past 30 years the market has shifted from the Inorganic Salt technology to the Organic Acid or Hybrid Organic Acid Technology. The table provides an overview of the coolant additive types.

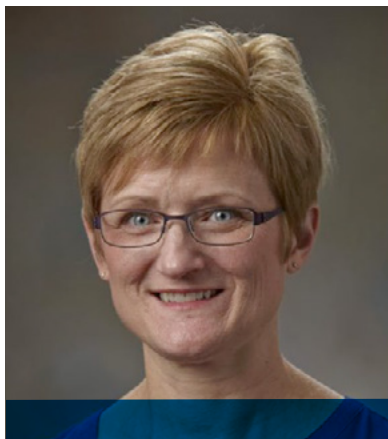
\$ PRICE

🕒 FAST ACTING

📅 SERVICE INTERVAL

⚠️ DROP-OUT / SCALING ISSUES

🔗 COMPATIBLE WITH OTHER COOLANTS



Anne FEUDNER
Sr. Product Manager-
Aftermarket Parts

What is your role in Kohler?

Sr. Product Manager-Aftermarket Parts.

Where are you located?

Sheboygan, Wisconsin.

When did you join the company?

October 1990 as a sales coordinator for aftermarket parts.

Which territories and markets are you responsible for?

My responsibility is global aftermarket parts product management.

What do you love about your job?

I love going through the process of developing new products and then experiencing their success in building sales and our brand. I also love being part of a cohesive team.

How do we win in the minds of our customers, beating out our competitors?

Building the brand with quality KOHLER® genuine parts that allow distributors to add value throughout the generator life, from initial generator sale to maintenance to service.

What else would you like to share about yourself?

My husband and I enjoy finding new hiking trails and waterfalls around Wisconsin and visiting with our adult sons (one in Wisconsin and one in Washington, D.C.). The highlight of my year is our annual summer vacation with my parents, my five siblings and their families at different locations every year.

IVE TECHNOLOGIES

INORGANIC SALTS	ORGANIC ACID TECHNOLOGY	HYBRID ORGANIC ACID TECHNOLOGY
\$	\$\$	\$\$
FASTEST	FAST	FASTEST
2-3 YEARS	5-8 YEARS	5-8 YEARS
LIKELY	NO	NO
NO	YES	YES

Color is not an indication of type of additives used in a specific coolant.

KOHLER GENUINE COOLANT UTILIZES HOAT TECHNOLOGY PROVIDING THE LONG LIFE OF AN OAT COOLANT WITH THE FAST-ACTING BENEFIT OF INORGANIC SALT TECHNOLOGY. THE INORGANIC SALT USED IS SILICATES AND IT MAY ALSO BE REFERRED TO AS AN SI-OAT (SILICATE ORGANIC ACID TECHNOLOGY).

KOHLER GENUINE COOLANT WILL BE LAUNCHED TO THE EMEA MARKET IN 2022.



6

TRAINING INFORMATION

KOHLER POWER SEA CENTER WELCOMES A

In conjunction with the launch of newly revamped Kohler Power Southeast Asia Training Center in Singapore, the SEA AMPS team in collaboration with SEA Marketing team organized a virtual distributor conference with a focus on training and service to SEA distributors.

It took 18 months to complete the revamped training center with COVID restrictions, lockdown, construction worker crunch, ongoing site support, and many other challenges.

The team continues to work closely together to revamp the training center and plan for the distributor conference.


During the conference, we shared the global and regional focus to develop distributor service capabilities, mission statement, training curriculum, certification level, training tools, service tools, KLA (Kohler Learning Academy), KPA (Kohler Power Assistant) and introduced the SEA service team members.



TRAINING ALL



Marketing Bulletin
Our Ref: KPSSEA-MB-2022/741
Apr 19, 2022



To: All Kohler Power Systems Southeast Asia – Distributors / Dealers
Attn: Principals, Sales & Service Managers

Virtual Event - Opening of SEA Training Center! YOU ARE INVITED!

Kohler Power is proud to announce the opening of the new SEA Training Center in Singapore – and you are invited to this virtual launch event!

Expect to hear from one of our distinguished guests, Mr Xavier Perseq - Service Training Director, Power Systems on global updates plus exciting news and updates for SEA region from the AMP-S team in Singapore.

This virtual event will also be graced with the presence of Mr Charles Liu, Managing Director – Power Systems Asia Pacific.

Join us to celebrate this symbolic milestone! Simply click **REGISTER** to sign up for the virtual SEA Training Center Opening event now!

There will be a lucky draw for 3 participants! What's more – take part in our quiz and you can stand to win prizes too!

We look forward to see you soon!

DATE / TIME
10 May 2022, Tuesday
1500 – 1630hr (SGT)

REGISTER HERE!

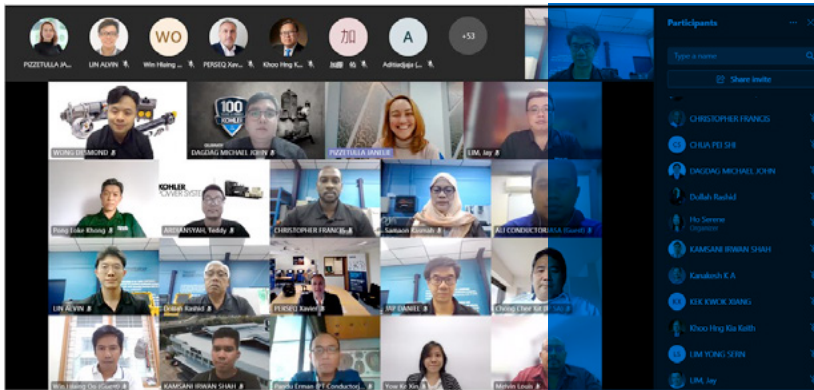
Sincerely,



Serene Ho
Manager – Internal & Corporate Communications
DID: +65 6660 2698 | Mobile: +65 9657 9018
serene_ho@kohler.com

KOHLER
IN POWER SINCE 1873.

Kohler Singapore Pte. Ltd., Power Systems, 7 Luning Pier Road, Singapore 11000
Tel: +65 6244 8422 Fax: +65 6244 8926 Reg. No. 201118840D



Number of attendees: 69 (consisting of Industrial distributors, marine distributors and Kohler associates)

The event was also attended by Charles Liu, Managing Director –Power Systems Asia Pacific, and Xavier Perseq, Director – Global Service Training.

TOP THREE QUIZ WINNERS FROM OUR PARTNERS AND ONE WINNER FROM KOHLER ASSOCIATES WALKED AWAY WITH KOHLER-MANCHESTER UNITED PRIZES

Distributors

- Jung Un Kim** Coastal Power, Inc.
- Reynold Kim** Coastal Power, Inc.
- Very Syayidina Ali** Pt. Conductorjasa Suryapersada

Kohler Singapore

- Kanakesh K.A.** Kohler Singapore Pte. Ltd.



BREST-FRANCE TRAINING CENTER EMEA



We are excited to announce our **reopening of the EMEA training center** after two years closed due to the COVID pandemic.

Although during this time we have been able to conduct virtual live training sessions to advance the product knowledge of our distributors, it is not the same as being able to put our hands on real products, sharing comments with other participants and the instructors. We are coming with more surprises to leverage the quality of our training globally.

EFFETRE FENICE ENERGIA did a four days training

Hands-on training on large Mitsubishi S12R/S16R engine with many practical activities lead by instructors Jampa Trimurtulu and David Aballea.

Thank you, EFFETRE FENICE ENERGIA for your active participation and engagement during this week.



KOHLER.
IN POWER. SINCE 1920.

Hands on Training on Large Mitsubishi Engine
Date: 13.06.2022 to 17.06.2022
Location: SDMO Training Centre -Brest



MOSEL-WISCONSIN **TRAINING CENTER NA**



The Kohler Power Systems Service Training department has been providing instructor-lead training over the last two months. The NA training team is managed by Russ Warnock and is composed of four associates: Steve Oxtoby, Marshall Timper, Eric Growth and Terri Latham.

From **April to June, we have had 15 in-person classes** with a total of 133 technicians come through the Kohler training center for the following classes: Industrial Generators and Controls, Industrial ATS, Communications, Advanced Controls, KDI, K135, and K175. We have also had 12 technicians complete and pass the Industrial Power Systems Level II Assessment Certification testing on Generators and ATS in June.



JULY-DECEMBER '22 POWER SYSTEMS SERVICE TRAINING

SERVICE TRAINING SCHEDULE

Date	Training Modules Designation	Language	Training Location	Instructor	Duration	Certification (Test>80%)	Cost (Per Person)	Status	
JULY									
7/4 to 7/8	ILT-Large BAUDOUIN 12M26/M33 Hands-on	English	Brest (ENG) In-person	Baudouin	4 days	Technician	1.400,00 €	NA	Closed
7/5 to 7/6	VT- APM403 Comprehensive Exercises (Part3)	English	Virtual Remote (Microsoft Teams)	XP	6 hours	Technician	140,00 €	NA	Open
7/4 to 7/8	ILT-ENG- APM 802 (Ref ME11)	English	Brest (ENG) In-person	MC	4 days	Technician	1.200,00 €	NA	Closed
7/11 to 6/12	ILT- Industrial Generator & Controls Technician Assessment	English	Mosel (USA) In-person	NA Team	2 days	Technician	NA	\$400,00	Open
6/13 to 6/14	ILT- Industrial ATS Technician Assessment	English	Mosel (USA) In-person	NA Team	2 days	Technician	NA	\$400,00	Open
6/18 to 6/22	ILT- Advanced Genset Controls	English	Mosel (USA) In-person	NA Team	4.5 days	Technician	NA	\$1.250,00	Open
7/18	VT-ENG-JOHN DEERE 4.5 and 6.8L Systems and Basics	English	Virtual Remote (Microsoft Teams)	RD	3 hours	Operator	140,00 €	\$166,00	Postponed
7/18 to 7/22	ILT- FRA- APM403 (Ref ME20)	French	Brest (FRA) In-person	RB	4 days	Technician	1.200,00 €	NA	Ouvvert
7/25 to 7/28	ILT- KDI/FOCS Engines	English	Mosel (USA) In-person	NA Team	4 days	Technician	NA	\$1.050,00	Open
7/25 to 7/26 and 7/27 to 7/28	ILT-ENG- APM403 (2 days) and APM802 (2 days) RECERTIFICATION (Addition to VT sessions part1 and 2)	English	Brest (ENG) In-person	MC + RB	2 x 2 days	Technician	2x 600€	NA	Open
7/26	NEW WEBINAR -ENG-Warranty , Reporting Procedures and Training (Fourth Session)	English	Virtual Remote (Microsoft Teams)	XP	2 hours	All profiles	0,00 €	NA	Open
AUGUST									
	ILT- Industrial Generator & Controls concepts	English	Mosel (USA) In-Person	NA Team		Technician			Open
	ILT- Industrial ATS concepts	English	Mosel (USA) In-Person	NA Team		Technician			Open
	ILT- Communications	English	Mosel (USA) In-Person	NA Team		Technician			Open
SEPTEMBER									
9/5 to 9/9	ILT-FRA APM 802 (Ref ME11)	French	Brest (FRA or ENG) In-Person	MC (+RB)	4 days	Technician	1.200,00 €	NA	Open
9/12 to 9/16	ILT- FRA APM 802 (Ref ME11)	French	Brest (FRA or ENG) In-Person	MC (+RB)	4 days	Technician	1.200,00 €	NA	Open
9/21	VT-APM403 Conversion Telys 2 - APM403S (part 4)	French	Virtual Remote	MC	3 hours	Technician	140,00 €	\$ 166.00	Open
9/26 to 9/30	ILT-ENG APM403 (Ref ME20)	English	Brest (ENG) In-Person	RB (+MC)	4 days	Technician	1.200,00 €	NA	Open
OCTOBER									
10/3 to 10/7	ILT - 403 FR Kohler Service	French	Brest (FRA) In-Person	RB (+MC)	4 days	Technician	1.200,00 €	NA	
10/10 to 10/14	ILT - K 135 FR Kohler service	French	Brest (FRA) In-Person		4 days	Technician	1.400,00 €	NA	
10/17 to 10/21	ILT - 403 FR Kohler Service	French	Brest (FRA) In-Person	RB (+MC)	4 days	Technician	1.200,00 €	NA	
10/24 to 10/28	ILT - K 175 Kohler service	French	Brest (FRA) In-Person		4 days	Technician	1.400,00 €	NA	
NOVEMBER									
11/3 to 11/4	ILT ME2 - Initiation GE		Brest (FRA or ENG) In-Person		2 days				
11/14 to 11/18	ILT - 802 ENG	English	Brest (FRA or ENG) In-Person	MC+RB	4 days	Technician	1.200,00 €	NA	
11/14 to 11/18	ILT - K 135 Kohler service		Brest (FRA or ENG) In-Person		4 days	Technician	1.400,00 €	NA	
11/21 to 11/25	ILT - 403 FR Kohler service	Français	Brest (FRA or ENG) In-Person	MC+RB	4 days	Technician	1.200,00 €	NA	
11/21 to 11/25	ILT - K 175 Kohler service		Brest (FRA or ENG) In-Person		4 days	Technician	1.400,00 €	NA	
DECEMBER									
11/28 to 12/2	ILT 403 FR	French	Brest (FRA or ENG) In-Person	RB (+MC)	4 days	Technician			
12/5 to 12/9	ILT - Baudouin		Brest (FRA or ENG) In-Person		4 days				
12/15 to 12/16	ILT - ME2 - Initiation GE		Brest (FRA or ENG) In-Person		2 days				

**FOR REGISTRATION ONLINE,
PLEASE FILL OUT THE FORM
THROUGH THE LINK OR QR CODE**



CONTACT US:

APM user kits, Diagnostic Tools and Tools KITS purchase: benedicte.England@kohler.com
 Registration or more information (EMEA): tiffany.raoul@kohler.com
 Registration or more information (SEA): alvin.lin@kohler.com
 Registration or more information (PACIFIC): ty.martin@clarke-energy.com
 Licences renewals (controllers): maryse.lesven@kohler.com
 Director-Service Training: xavier.perseq@kohler.com



**ONLINE
REGISTRATION**

7 MARKETING UPDATE

KOHLER GENUINE PARTS PROMOTIONAL ITEMS LAUNCHING IN EMEA

KOHLER Genuine Parts is excited to launch the very first line of branded apparel and promotional items for EMEA in July 2022. The promotional program in North America was established in 2017 and has been very popular with both Kohler associates and distributors.

The following items will be in **stock** and available to order for EMEA distributors when the website is live.

Launch date: JULY

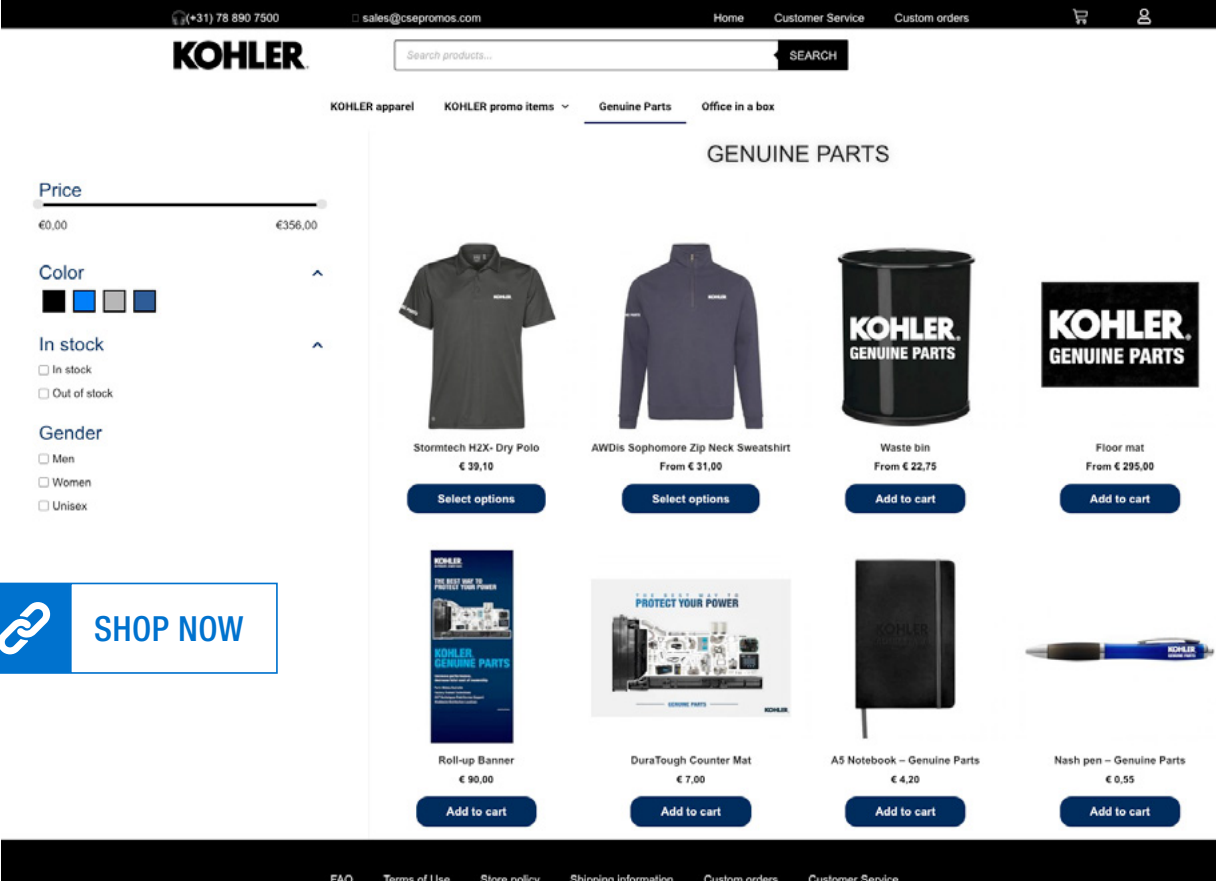
- Pens
- Notebooks
- Heavy-duty counter mats

The items below will also be available to order **on demand**:

- Polo shirts
- Sweatshirts
- Floor mat
- Waste basket
- Pop-up banner



More detailed information and the website link will be communicated when the promotional shop is live.



The screenshot shows the KOHLER website's 'GENUINE PARTS' section. The navigation bar includes contact information (+31) 78 890 7500, sales@ksepromos.com, and links for Home, Customer Service, and Custom orders. The main navigation includes KOHLER apparel, KOHLER promo items, Genuine Parts, and Office in a box. A search bar is present with the text 'Search products...'. The left sidebar contains filters for Price (€0.00 to €356.00), Color (black, blue, grey), In stock (In stock, Out of stock), and Gender (Men, Women, Unisex). The main content area displays a grid of items:

Item	Price	Action
Stormtech H2X-Dry Polo	€ 39,10	Select options
AWDis Sophomore Zip Neck Sweatshirt	From € 31,00	Select options
Waste bin	From € 22,75	Add to cart
Floor mat	From € 295,00	Add to cart
Roll-up Banner	€ 90,00	Add to cart
DuraTough Counter Mat	€ 7,00	Add to cart
A5 Notebook – Genuine Parts	€ 4,20	Add to cart
Nash pen – Genuine Parts	€ 0,55	Add to cart

A 'SHOP NOW' button with a link icon is located on the left side of the page.

8

DIGITAL EXPERIENCE



NEW REMOTE SERVICE AND TRAINING ASSISTANCE

At Kohler Power Systems we have a wide range of generators, so technical services in the field sometimes need training and support from technical experts who can provide a solution or guide them on how to solve a problem.

Field service personnel often arrive at a jobsite only to discover they require additional support. They may not have the knowledge and experience needed to handle the given task. Or they didn't have enough information prior to the visit that would have allowed them to arrive better prepared.

But many times, if an expert could see what is happening, they would have more information and be able to help solve the problem. The drawback is that the experts are often located far from where the need arises.

How can Kohler maintain a growing install-base and meet customer expectations by using existing resources more efficiently?

As we want to delight our customers by being boldly innovative and providing excellent customer service support, we found a solution focused on two areas:

- 1) Training our technicians with expert trainers connected worldwide and providing support for new technician onboarding, and
- 2) Providing global expert support with the capability of working in tandem, even when they are continents apart.

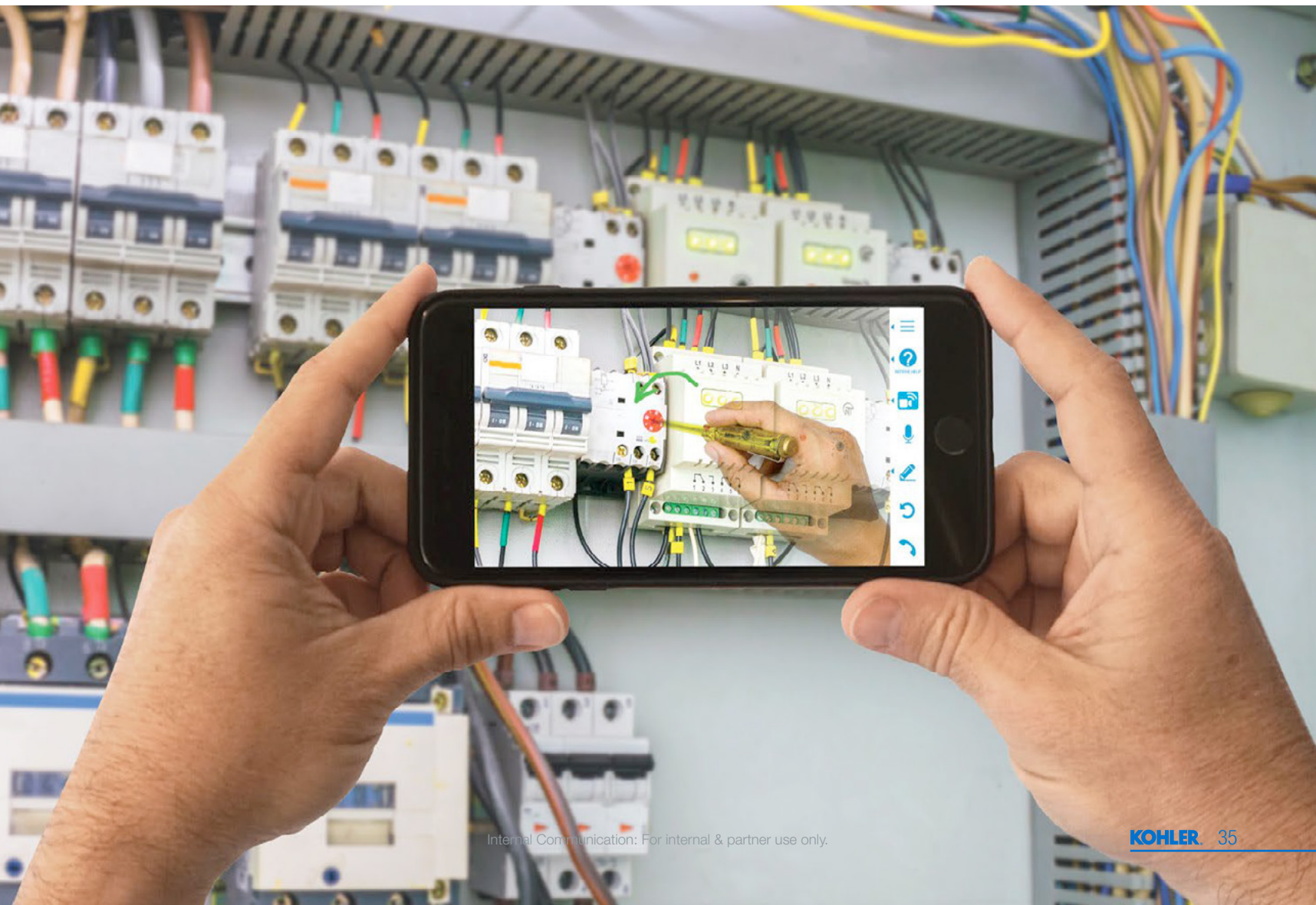
THE SOLUTION

We are excited to announce the release of the new Kohler Remote Assistance service capability in EMEA (France, Spain, and Germany) to help our technicians become more efficient by using augmented reality (AR) technology.

This remote expertise solution provides experts and technicians the ability to work together by blending two real-time video streams into an interactive environment—all on devices they already use everyday.

Technicians can visually interact with a colleague or customer from anywhere in the world as if they were working side by side. This virtual interaction replicates a hands-on experience, and technical information is conveyed in real time. If an on-site visit is required, the technician arrives prepared with the appropriate parts and equipment to resolve the problem the first time.

Also, with the AR expert trainings, we will help provide remote training with global connected experts, minimizing travel costs and unattended work.



9 / OUR CONTEST

POWER PUZZLER - Q2



Jenni Erickson
Confidential Assistant

TOUGH ENOUGH?

Q1 submissions shaped up to show our generator sets can withstand the test of time. It is inevitable. Over time all things put to work will undergo wear and tear, but we've provided our customers with quality parts and service that support the longevity of their units.

KOHLER® generators, each built with a commercial-grade engine, have demonstrated the ability to undertake demanding workloads year after year. What we haven't been able to accomplish is avoiding those wrong-place-at-the-wrong-time scenarios that, from time to time, shake us all. Instead we've raised the bar by building solid, custom-designed, corrosion-resistant enclosures; robust foundational, skid and fuel tank designs; high-ambient cooling systems; as well as steadfast transfer switches and substantial grounding systems that tough out the most unpredictable of calamities.

JUST HOW TOUGH ARE WE TALKING?



HERE'S YOUR CHALLENGE

WHAT IS THE WORST DAMAGE YOU'VE SEEN A UNIT SUSTAIN YET STILL DELIVER POWER?

SEND IN YOUR ANSWER FOR AN OPPORTUNITY TO WIN KOHLER PROMOTIONAL ITEMS, OR TICKETS TO A PROFESSIONAL SPORTING EVENT IN YOUR REGION, SUCH AS A NASCAR RACE OR A MANCHESTER UNITED GAME.

WE WANT TO KNOW ABOUT THE UNIT THAT YOU JUST COULDN'T BELIEVE WAS STILL CAPABLE, THE ONE THAT WAS BURIED, THE ONE THAT WAS NEGLECTED, THE ONE THAT WAS MANGLED. INCLUDE A BACKSTORY OF THE SCENARIO, PICTURES, SERIAL NUMBERS, DATE, APPLICATION USED, OR ANY INFORMATION THAT VALIDATES THE STORY. SEND THOSE STORIES TO INA.FITZGERALD@KOHLER.COM

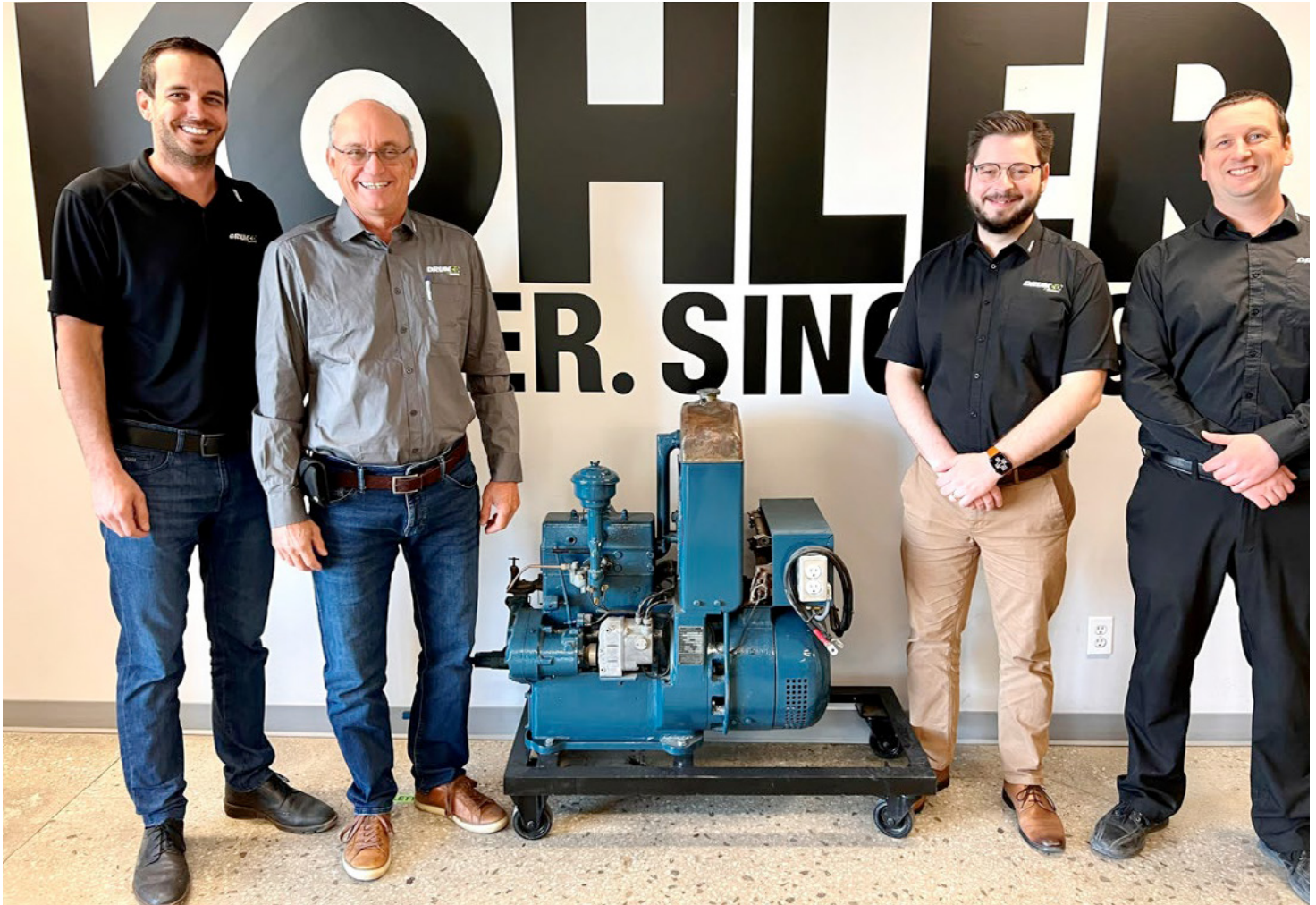
WINNERS WILL BE ANNOUNCED IN THE NEXT ISSUE OF THE MAGAZINE.





THE WINNER OF THE PREVIOUS CONTEST

THE WINNER OF Q1 TEST OF TIME IS...



From left: Olivier Côté, Francois Cote, Olivier Plasse, David Vigeant.

THE UNIT IS A **1A22, 1.5KW FROM 1948**, AND IT WAS LOCATED NORTH OF ONTARIO, CANADA. IT WAS RUNNING GREAT BEFORE THE RESTORATION. "IT'S INCREDIBLE HOW A 74-YEAR-OLD UNIT STILL RUNNING," SAID OLIVIER.



Olivier CÔTÉ

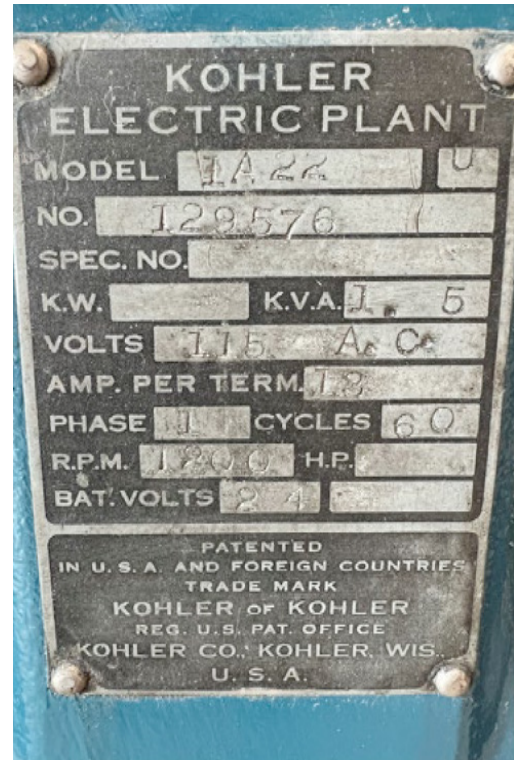
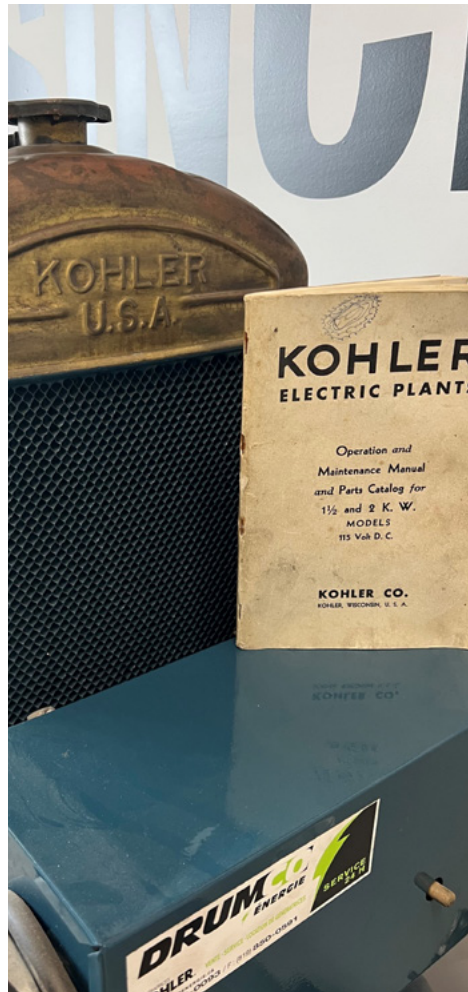
Vice President Sales -
Drumco Energie



WE STILL USE THE UNIT
EVERY YEAR IN OUTDOOR
TRADE SHOWS TO
DEMONSTRATE THE QUALITY
OF THE KOHLER® PRODUCT.



Olivier Côté rebuilt the generator with his daughter in his garage.



KOHLER®

