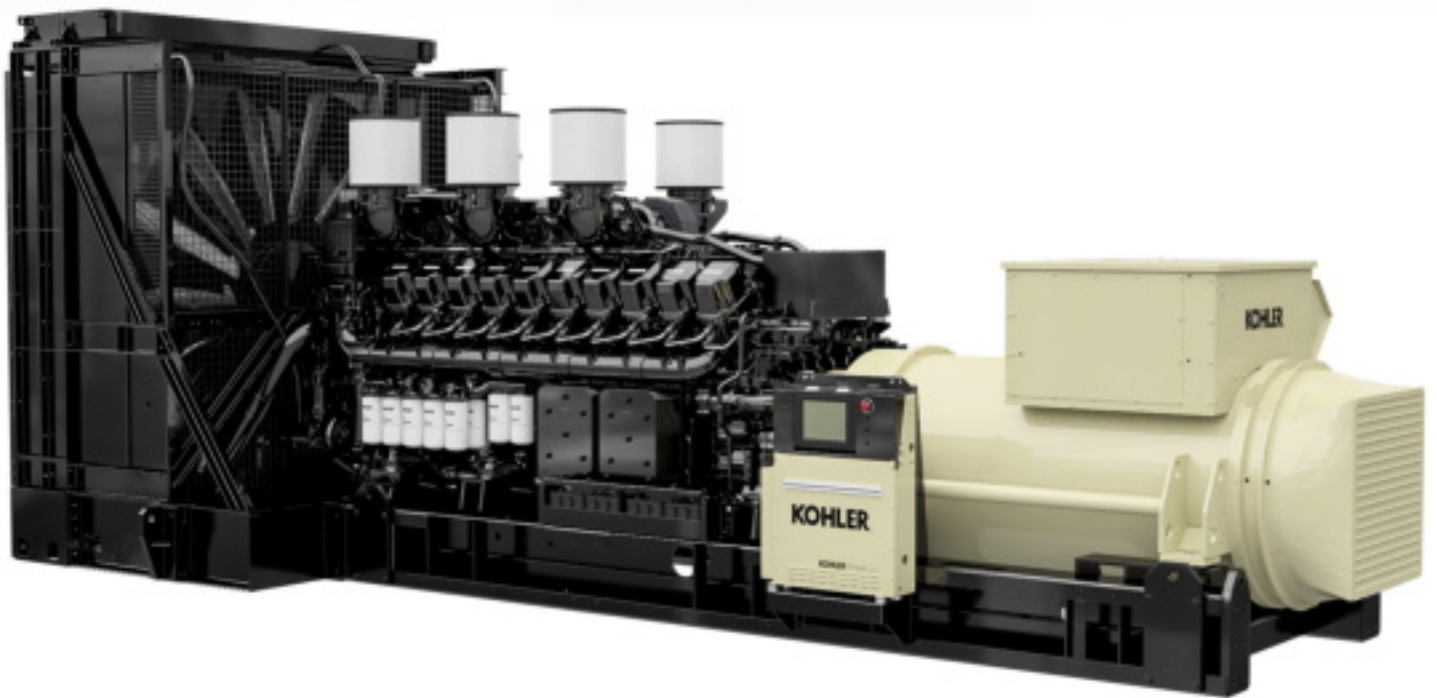


KOHLER®



KOHLER® Current

Aftermarket Parts & Service

Magazine Issue 2 - 2023

Dear partners and associates,

Hello again.

Time flies! We are already mid-2023 in an exciting year which includes Kohler's 150th anniversary. We continue to engage and drive our strategy to grow our aftermarket parts and service business to provide a great overall experience to all our customers.

One key pillar of our strategy is to engage more with our channel partners globally. Part of this is to listen and share our strategy with all of you. So recently I and many of our team members attended some key meetings including the ASPAC Distributor conference and EMEA Aftermarket Parts & Service distributor event. The ASPAC Distributor conference was held in Japan with our ASPAC distributors taking part. We had the opportunity to share our overall strategy and get feedback on how we can work together to exceed customer and market expectations. We are planning future Aftermarket and Service follow up sessions in the near future in the region.

The EMEA Aftermarket Parts & Service distributor conference in the Netherlands was especially exciting because it took place at a distributor location – KVT's super new facility in the Netherlands. KVT is a great example of a highly engaged Kohler partner, and I was reminded of how well they represent and support the KOHLER brand. This was a perfect opportunity to share best practices, and get direct feedback from many of our distributors.

As it was an event specifically for Aftermarket Parts & Service, we focused on workshops and presentations to help and educate our partners on the best ways to sell parts, services and maintenance. We also shared update on business tools and processes we've been developing that will help them further. I believe it is very important to meet in person in order to foster good relationships. Events like this strengthen our partnerships and help us better understand distributor's needs and pain points. That enables us to work together to grow the business.

Our rebranding to Kohler Energy also has a vital role in this plan for growth. It is particularly important to show partners and customers that we are a powerful brand because it gives credibility to our products, services, and branded consumables. The theme of 'resilient together' fits particularly well with Aftermarket Parts & Service. After all, our parts, services and training all play an integral role in keeping KOHLER generators running at peak performance. 'Resilience together' truly is an integral part of our offer. I hope it's also reassuring for our authorized distributors to know that you have a big brand supporting you, and that you can share that brand image to help grow your business. It's a win-win relationship when we work together!

And finally, let me remind you that this year we are celebrating our 150th anniversary. We're inviting all associates, partners, and customers to participate in the celebration through a series of special events and activities around the world, including limited-edition product releases, commemorative apparel, and storytelling through digital content – all captured under the anniversary theme of 'Come All Creators'.

I hope you enjoy this episode of our magazine and as always I look forward to feedback and comments from all of you

Best wishes,



Ashish Dutta
Vice President - Aftermarket
Parts & Service
KOHLER POWER SYSTEMS

A handwritten signature in white ink on a blue background. The signature is stylized and appears to read 'Ashish Dutta'.

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1 Inside Kohler

Kohler launches *Conscious Care* *Maintenance* program

Saving Fuel and Reducing Greenhouse Gas (GHG) Emissions with New Exercising Options for KD Series™

Power Systems, part of Kohler Energy, has launched Conscious Care™, a new maintenance program which includes multiple maintenance protocols to help customers lower GHG emissions and reduce their carbon footprint.

The Conscious Care program supports Kohler's Better Planet environmental sustainability strategy that focuses on reducing environmental impact across our operations, helping our customers reduce their environmental footprints, and driving transparency and accountability around the ambitions that we make. The initiative ties into the overall commitment to redefining energy resilience with more environmentally friendly solutions—for individuals, businesses, and communities.

Two options are now available as part of Conscious Care. The first to be rolled out is the fuel-saving No-Load Exercise, which enables a diesel generator's regular monthly exercise to be run without load and still avoid any "wet stacking". This allows customers to reduce GHG emissions by 40% per year compared to loaded cycles, while also delivering a 44% reduction in fuel consumption – therefore meeting regulations and reducing fuel costs. Meanwhile, the four-month Extended Exercise goes even further. Customers can perform the test every four months with no load, reducing total GHG emissions by 69% and fuel consumption by 71%. In addition, the Conscious Care maintenance program enables an operating method that reduces noise emissions and appearance of black smoke at cold start.



Customers can choose the option that best suits their maintenance schedule and regulatory requirements.

The industry's previous solution for wet stacking has been to exercise generators at 30% of their rated capacity once a month to burn off unused fuel and prevent build-up. Kohler has deployed the latest engine technologies on its KD Series engines to reduce the need for this costly procedure. With Conscious Care, KOHLER diesel generators can run loaded as infrequently as once per year.

“Thanks to our expertise, we have been able to rethink maintenance and find more environmentally friendly solutions to reduce customers’ GHG emissions,” said Charles Hunsucker, Power Systems President. “Another step in our journey to creating a Better Planet, the new Conscious Care program gives tangible benefits to our mission-critical customers and demonstrates our support in their journeys towards more sustainable back-up power solutions.”

If the customer chooses to use HVO fuel (Hydrotreated Vegetable Oil) instead of fossil fuel, it reduces the carbon footprint even further, by as much as 90%, throughout the product’s life cycle. All KD Series generators are compatible with HVO fuel.

Kohler continues to deliver cleaner energy solutions that are critical to building a more resilient and environmentally conscious future - developing innovative technologies in the mission-critical power generation market. ■

“

Another step in our journey to creating a Better Planet, the new Conscious Care program gives tangible benefits to our mission-critical customers and demonstrates our support in their journeys towards more sustainable back-up power solutions.

2 Parts

Spares Parts & Service *EMEA Distributor Conference*

Exploring innovations and best practices

On June 14-15, we held our first-ever Spare Parts & Service EMEA Distributor Conference in the Netherlands.

This event gathered more than 100 Kohler associates and Kohler distributors from across the globe. It kicked off with a welcome party, celebrating Kohler's 150th anniversary and included ice cream and refreshments for the guests.





After celebrating, the conference was hosted in the new facility of Kohler distributor Koninklijke van Twist (KVT). The conference featured presentations on topics such as sales, operations, service training and channel marketing. The attendees also viewed a recorded message from new Kohler Power Systems President Charles Hunsucker.



Additionally, KVT and WB Power Services (WBPS) shared their success stories and best practices with the group. All the distributors had the opportunity to network in different breakout sessions and took part in a guided tour of the KVT facility. Attendees also had the chance to connect with industry experts and share best practices with their peers.



The event was a success, with attendees leaving with new knowledge and tools to better serve their customers. Overall, the conference was a great way to bring together distributors from across the EMEA region and strengthen our partnerships. ■

Asia Pacific Conference fosters *stronger partnerships* for Aftermarket solutions

The highly anticipated Kohler Power Systems Asia Pacific Conference 2023 took place in Osaka, Japan, on May 22-24. This event marked a significant milestone as it was the first conference in three years and the first time it was combined with partners from China, further strengthening collaboration within the region's power industry.

This conference is not only the first offline meeting in the Asia-Pacific region since the epidemic in 2019, but also the first joint meeting of distributor partners in Southeast Asia and China, which was of great significance to the attendees.

Highlighted at the end of the conference, Ashish Dutta, Vice President of Aftermarket Parts and Service, introduced the global aftermarket parts and service business, and explained in detail how to provide customers with professional aftermarket solutions throughout the entire life cycle of the equipment.

At the conference, he made a detailed introduction to the AMPS platform. This includes an upgraded version of Kohler Power Plus coming soon. This app will be upgraded and improved not only to bring users a new experience, but also to greatly reduce the resolution time of service cases. Ashish Dutta also revealed that Kohler Power Assistant (KPA) will launch in China and SEA in Q4, 2023. It has many functionalities, such as product registration, purchase-extended warranties, product support requests and more.

He spoke about how important it is to maintain consistent expectations from our distributors and to continue fostering strong relationships with them.

During the 3-day conference, topics covered included the AMPS's strategy, business outlook and product innovation and other aspects, so that attendees have further understanding and confidence in the future development of the group.

This was not only a grand event, but also a witness to the growth of Kohler and its partners in the past 150 years. Kohler will work together with its distributor partners to forge ahead and provide sustainable energy solutions for Asian customers with innovative technology, efficient products, and reliable services, and open a bright future. ■



Ashish Dutta, Vice President of Aftermarket Parts & Service, speaks at the Asia Pacific Conference.

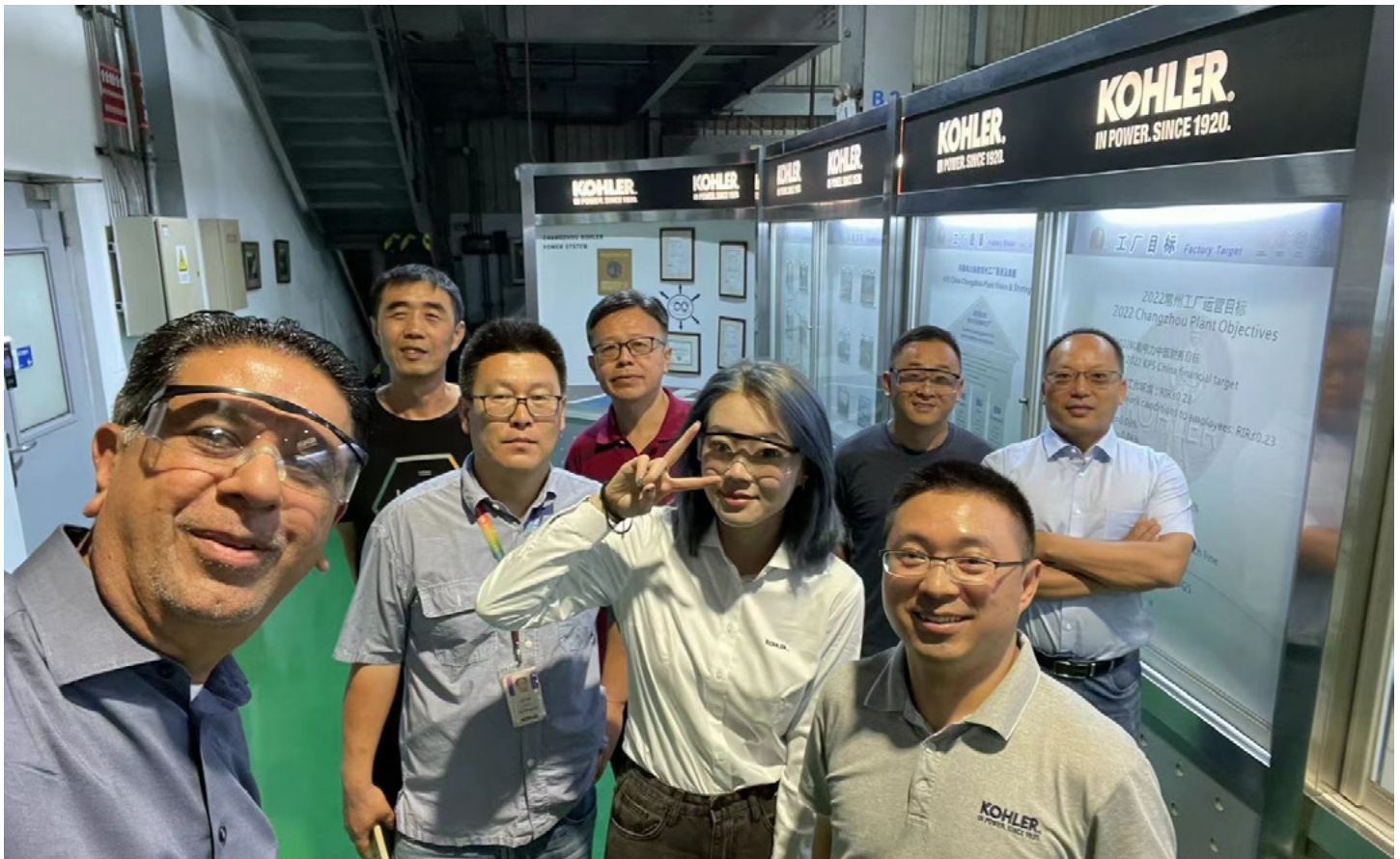
AMPS Vice President *strengthens ties with China team* during visit

On May 26, Aftermarket Parts and Service Vice President Ashish Dutta visited the Changzhou plant after participating ASPAC Power System distributors conference in Japan. In the morning, Ashish and the AMPS China team took a plant tour to have a look at production lines, testing cells, parts warehouse, and training center in Changzhou plant.

After lunch, Ashish shared the presentation on ASPAC distributors conference to AMPS China team and introduced

AMPS global platforms which could provide support to AMPS China. The AMPS team also reviewed YTD AMPS China business internally. For better understanding about AMPS China parts operation and service, we had some more meetings with other cross functions such as purchasing, scheduling, logistic and quality team.

The visit concluded with a group dinner. It was a great visit and allowed everyone to learn from each other. ■



Introducing...

Dalila Cofino

Sales Coordinator,
Aftermarket Parts LATAM



What is your role at Kohler?

My role is to lead the administration for the parts department, provide our distributors with the best lead time and information about their orders, coordinate and handle all the suppliers' orders, and very importantly I make sure our customers receive exactly what they order in a timely manner.

Where are you located?

In Miramar, Florida.

When did you first join the company?

July 2016.

For which territories and markets are you responsible?

My team oversees LATAM and the entire Caribbean Region.

What do you love about your job?

I love logistics, in fact, I very much enjoy organizing and keeping track of everything.

What else would you like to share about yourself?

I moved to the United States from Cuba 16 years ago and few years later I enrolled on a technical career in computer science. Although I couldn't complete it, I learned enough to be successful in my career at Kohler. I'm currently taking classes at Miami Dade College to obtain my AA degree and I will specialize either in Supply Chain or Business Administration. I also have two kids, Mia and Lisber, 8 and 10 years old. They are the motor of my life and the main reason I decided to go back to school. Because of their age, they keep me very busy, and I take every opportunity to guide them and show them a good path in life. I love my job and I enjoy doing what I do. Working for KOHLER has given me so many opportunities to grow and learn for which I will always be grateful for.



ITC team's expertise and dedication *makes for great support*

The ITC team has been making outstanding contribution to our group's success and has been vital in helping us support our distributor's needs.

We appreciate this team's hard work and their dedication: Anagha Saste, Siddaraj Jadi, Pranav Raut and Somanath Salunkhe. ■

Introducing...

Prathmesh Teli

Executive,

Aftermarket Parts Pricing and Data Analytics – EMEA



What is your role at Kohler?

Executive - Aftermarket Parts Pricing and Data Analytics – EMEA.

Where are you located?

ITC Pune, India.

When did you first join the company?

July 2018.

For which territories and markets are you responsible?

Europe, Middle-East & Africa.

What do you love about your job?

The work culture, the diversity and the team. Since I have joined the Pricing team has been extremely supportive and helpful in understanding processes. We strive to find better solutions and grow together as a unit. The ideas of every individual are valued and considered. Another thing I love about my job is every day I get to learn something new. Keeps me motivated and eager to work.

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

Building a stronger relationship with the customer, gaining trust and delivering the best every single time. We are capable of delivering what the customer needs; but it's time we start delivering more than that. As a part of Kohler Pricing team, we have already discussed implementing value based pricing strategies in order to deliver more value along with our products and in turn generate more sales. I believe this will surely be a success and win us more customers in the coming time. Building and implementing such pricing strategies also makes us stand out in the current market and helps us beat our competition effectively.

What else would you like to share about yourself?

I have recently joined the Kohler AMPS Pricing team; the journey so far has been truly exciting. I am happy to be able to contribute and add value to the on-going projects. I am learning new things each day and that adds in to not just the team but also my personal growth. I also have a lot of ideas and plans to help the Pricing team grow to be more efficient and in turn generate more margins. I am lucky to have a team that appreciates my views and is ready to try things differently.

Saim Marine – *Kohler Partner*

In the Marine business, relationships, dependability, and efficient service are critical to customer satisfaction. Among the many distributors in our Kohler Marine business that personify these traits, Saim has for over 70 years consistently delivered excellence in customer satisfaction. With a reputation for reliability, integrity, and outstanding service, Saim has become a trusted partner for numerous customers in the Marine business.

One of the key strengths of Saim is their dedicated team of professionals who work tirelessly to ensure that Kohler parts are in stock and delivered efficiently, minimizing any potential disruptions to the end customer.

Saim boasts an extensive dealer network that spans a large region, enabling them to provide comprehensive coverage for their customers. Whether it's local, regional, or international distribution, Saim has the capability and infrastructure to handle diverse logistical requirements. Their extensive network of accounts allows businesses to expand their reach and access new markets with ease.

In the Kohler Marine distribution network, Saim stands out as a company that consistently delivers excellence. Through their unwavering commitment to reliability, wide network coverage, tailored solutions, superior customer service, and continuous improvement, Saim has earned the trust and respect of businesses across a diverse group of accounts.

With Saim as a Kohler distribution partner, and with their dedication to excellence, they set a high benchmark for others in the industry to follow and that makes them a valuable asset for Kohler seeking to provide world class service to our customers. ■



Howard Spurgeon
Associate Director
Aftermarket Parts
-Global Kohler Energy

3 Service

Power Up

Rooftop generator installation ensures uninterrupted power in Manhattan

Recently Kohler Field Service Engineers were on site for a KD3250T4 startup. The unit was set on top of a building in downtown Manhattan, New York.

The team was comprised of associates from Cooper Electric, Liebherr, along with Gracelyn Wallach and Levi Weiler from the Kohler Service team.

This was a KD3250 Tier 4 start up for a generator providing back up power to an 18-story commercial and residential building in Manhattan, NY. Tier 4 systems adhere to strict EPA standards to reduce the amount of NOx emissions produced by the diesel engine. To reduce NOx emissions, exhaust aftertreatment systems are added to the generator system. This Tier 4 system has three Selective Catalytic Reduction (SCR) systems, shown behind the team on the enclosure roof, that help reduce NOx emissions to meet EPA Tier 4 regulations. The SCR system uses diesel exhaust fluid (DEF) and heat in exhaust pipeline to decompose the NOx into ammonia (NH3), and then the SCR catalyst reduces the NH3 into water and nitrogen. Liebherr and Kohler Field Service Engineers were on-site to assist in the tuning of the SCR system after the generator's installation. ■



People pictured: Gary Kroll, Gracelyn Wallach, Levi Weiler, Gilbert Heitz (Liebherr), Bryan Ferrari (Liebherr), Marc Cretin (Liebherr), Pierre-Yves Schittly (Liebherr), Jason Robinson (Cooper Power), Lee Hubert (Cooper Power)

Introducing...

Jacob Wilson

Manager,
Business Development Data Centers



[What is your role at Kohler?](#)

Manager, Business Development - Data Centers supporting KPS data center customers globally.

[Where are you located?](#)

I am remote in Petal, Mississippi.

[When did you first join the company?](#)

January 2022, I started as Manager, Maintenance & Facilities at the Hattiesburg Engines Plant.

[For which territories and markets are you responsible?](#)

Global.

[What do you love about your job?](#)

First and foremost, I love the people. Whether it's Kohler associates or external stakeholders, I really enjoy building relationships with people. Next, I love supporting such a great business with the right goals and vision in mind. Finally, I love working for a company that places emphasis on being better - not only for the company but for the planet, too.

[How do we win in the minds of our customers, beating out our competitors?](#)

From my perspective, we win by gaining and keeping the trust of our data center customers. It's one thing to delight the customer initially by sending your best and brightest associates; we must maintain that momentum throughout the product lifecycle.

[What else would you like to share about yourself?](#)

I once turned down the opportunity to have lunch with a sitting U. S. President because I had a tee time. I really do love golf, but looking back, that is one tee time I should have missed. You live, you learn.

4 Distribution focus

Spring Distributor Advisory Board Meeting – Leveraging Service Contracts for Success

The Distributor Advisory Board for Aftermarket Parts and Service in North America is continuing to provide valuable industry insights to all its members. Since its inception in 2021, the group has met once virtually and three times in-person, the latest meeting took place in May in Boston, Massachusetts.

The Spring meeting was attended by seven distributors and twelve members of the Kohler AMPS organization. Since Boston is in Kohler Distributor, Kraft Power's Area of Responsibility (AOR), they acted as the unofficial hosts and provided the group with a tour of their facility. The day-and-a-half meeting included updates from Kohler on channel management, procurement, marketing, pricing, product management, warranty, and service training. It also included a presentation from special guest, Francisco Morocz, GM of Helia, and updates from PTC, the Kohler vendor working on upgrades to Kohler Power Parts.



4 Distribution focus

A focus topic throughout the meeting was 'Service Contract Obtainment.' All the attending distributors presented their current strategy, the challenges they faced, and their plan for future growth in this area. After the presentations concluded, each distributor voted on their favorite with Loftin's, Doug Varner, VP of Operations, winning the vote. See the accompanying article in this magazine to learn more about Loftin's strategy.

After a long day of meetings, the group was rewarded with a trip to historic Fenway Park to watch a Red Sox game and to help Mike Rader, Operations Manager at Buckeye Power Sales, celebrate his retirement after 39 years.

Kohler is so appreciative of this hard-working group and their willingness to provide valuable feedback; the insights provided during these meetings help both Kohler and distribution to grow their businesses. Due to all the valuable information we have learned during these meetings, Kohler is in the process of planning an AMPS Conference for all distributors this winter with the intention of cascading the best practices and lessons learned to everyone. Stay tuned for more information on this exciting, upcoming event. ■



WB Power Services team recognized with *Kohler Distributor Awards*



Staff at Kohler’s largest distributor in Europe, Derbyshire-based WB Power Services (WBPS) have been recognized in its 2022 Distributor Awards.

The Kohler Power Systems EMEA Marketing Campaign Management & Training Award was presented to Robb Shingles, Head of Marketing, with the Tools Champion Award given to Chris Wilmott, Logistics Director.

Kohler’s Olivier Andrieu and Xavier Perseq visited the WBPS offices in Heanor in April to present the accolades to a thrilled team.

WBPS Managing Director, Andrew Wilmott said he was thrilled for the team, commenting: “We became a Kohler authorised distributor in 2004, with the partnership growing in strength thanks the hard work and dedication of our teams. To have two of those team members recognised is testament to how they have built new and exciting programmes with Kohler, always with the end goal of supporting our customers through best practice and ongoing investment. Huge congratulations to Robb and Chris.”

In 2002 WBPS announced the expansion of its arrangement with Kohler, giving the critical power provider exclusive rights to

service all data centres in England, Scotland and Wales.

Its commitment was recently recognised with the Kohler EMEA Distributor of the Year Award, acknowledging WBPS for a range of achievements spanning both its internal practices and ongoing business development. The enhanced partnership extends to the leading generator manufacturer recommending its former dealers in England, Scotland and Wales to purchase parts directly from WBPS. As well as providing support to data centres, WBPS continue to supply all businesses who require Kohler parts, from healthcare providers, education, telecoms and the wider public sector amongst others. ■



Boosting Team Efficiency: The importance of Parts Training and Collaboration

Bringing teams together for training, learning, and collaborating is an important aspect of running a successful business. Over the last several years, Aftermarket Parts and Service Channel Manager Judd Durant has travelled to various distributors to lead parts training sessions. At these trainings, associates come together from all branches to collaborate, learn and share best practices.

Most recently, he was on-site to Nixon Power Services and to 3E. At both locations the parts associates gathered to spend a day together learning. The trainings focus on:

- parts policies and procedures
- research tips and tricks
- ordering methods
- best communications practices
- product training

The attendees were not only able to learn and ask questions, but they were able to share best practices amongst one another. These group events also breed excitement, engagement and the outcome is improved efficiency. By providing our distributors with the knowledge and skills needed to identify and implement best practices, they can work together more effectively and achieve better results.

If your team is interested in having a parts focused event to collaborate and learn please contact your Channel Manager. ■



Loftin's New Strategy for *Service Contract Obtainment*



During the recent Spring Advisory Board Meeting for North America, each distributor in attendance was asked to present their current strategy for obtaining service contracts. At the end of the day, the distributors were then asked to vote on who had the best strategy and presentation. The winner was Doug Varner, VP of Operations with Loftin Equipment, who's territory includes Texas, New Mexico, and Arizona.

Loftin's ability to evaluate their old strategy and adapt to new trends and technology to evolve is what helped them stand out in this area. Due to the pandemic and the overall increase in remote work, Loftin found that their customers don't seem to value or prefer face to face visits anymore and that they prefer all quoting is done via e-mail or phone. This discovery did not align well with their old strategy of utilizing Outside Service Sales Representatives to gain service contracts; they were costly and ineffective offering very little ROI. So, they eliminated the Service Sales Rep positions in favor of a new two-pronged approach to growing their service contract business.

The first method Loftin initiated is an Employee Referral Program, that utilizes an application they created named "Power App." Anytime an employee comes across a generator not under a Loftin service contract, they ask the employee to capture some information in the new app. Once completed the request goes directly to the Loftin Estimating team so they can create an unsolicited Preventative Maintenance Quote. The employee is incentivized \$50 for each referral they send to their estimating team, which has been very successful in generating new service contracts at a minimal cost for the lead.

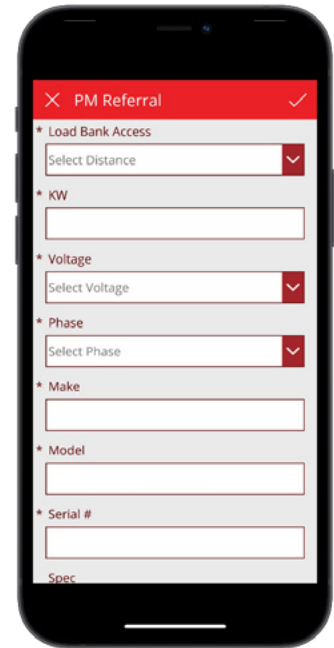


Doug Varner, VP of Operations at Loftin Equipment

4 Distribution focus

The second method Loftin implemented is utilizing a third-party to generate leads and an inside sales team to follow up on them. This third-party lead generation allows Loftin to customize the target markets in which they want to grow their service contract business, charges a flat fee, and guarantees 100 leads a month. Once the leads are received, the inside sales rep contacts the customer to gather some initial information, this info is then used by their estimating team to create a service contract quote. All the leads are logged, tracked, and followed up with in Salesforce and if a contract is sold, the inside sales representative receives a \$50 reward.

Loftin is already seeing a lowered cost per lead and an increase in service contracts by adopting this new two-pronged approach. As Doug Varner states, “At Loftin Equipment we are always looking for new ways to leverage technology to improve the customer experience and enhance efficiencies. Using the employee referral program and an inside sales team that is partnering with a lead generation company, has proven to be much more effective at generating new PM contracts and has dramatically reduced our cost per customer contact over traditional salespeople” In the end, Loftin’s evaluation of what wasn’t working and what can they do differently has greatly paid off. ■



Loftin’s “Power App” they created to help capture genset information for Preventative Maintenance Contract Referrals

5 Customer success stories

High-Rise Power Kinsley's *Innovative NYC Installation*

Overview

A Kohler generator needed to be rigged to the roof of a 27-story building on Madison Avenue in Manhattan, New York.

Challenge

There were several factors that posed big challenges in this installation. The large size of the unit was a challenge – it weighed 125,000 pounds. Rain was in the forecast for the picking and there were also extreme winds predicted, so it almost got cancelled.

Solution

The unit had to be broken down into components of 40,000 pounds since the crane was only able to handle 40,000 pound at time. This meant that two of the technicians had to break it down in the rigger shop, splitting the enclosure, the generator and the base frame. The riggers set the base frame and then the open generator on top of that. They then rigged the enclosure over top and set the exhaust plenum last. Because of the rain, everything had to be shrink-wrapped.

Result

A team of Kinsley technicians and engineers were on site for the entire length of the pick and were instrumental in the success of this project.



Kohler EMEA rises *to the challenge*



Overview

Data center project in France included 72 generators – 4 phases of 18 generators. The entire installation and commissioning was done by Kohler.

- T2200C powered by MHI and installed in container.
- Installation of 11 kV high voltage switchgear installed in each container.

Challenge

All generators installed on the roof of the data center. Main components lifted handled on the roof by a dedicated 750-ton capacity crane.

The data center industry is committed to becoming climate neutral by 2030.

Solution

All generators run on HVO (hydrotreated vegetable oil), a renewable fuel source that can reduce CO2 emissions by up to 90%.

To reduce the site's environmental footprint, the generators were chosen for their advanced, low NOx emission engines.

Result

Construction of the 2nd half of the building is in progress

36 generators delivered and installed. 36 more to come.

Kohler Power India secures maintenance contract and *wins prestigious award*

Overview

Tata Motors Group is a leading global automobile manufacturing company. It is one of India's largest OEMs offering an extensive range of integrated, smart and e-mobility solutions. Tata Motors plant at Pantnagar is the site where the best-selling Tata Ace - the mini one-ton truck, and its variants are manufactured.

Over the last 15 years, Kohler Power India Private Ltd (KPIPL) has been committed to deliver best in class services to its customers in India. Understanding the customer needs, customized offerings have always been a part of regular offers. One among them is Operation & Maintenance Contract of Gensets and Captive Powerhouse.

Tata Motors Limited, Pantnagar is one of our prestigious customers in India. The entire plant and critical loads are backed up with 21.7 MVA captive powerhouse - 2x0.5MVA, 4x1.5MVA, 7x 2.1MVA.





Challenge

TML's captive powerhouse was in Operation & Maintenance contract with our competitor. There were frequent issues with operations of DG HT switchgear, leading to delay in restoration of backup power. The paint shop being highly sophisticated, critical to the operations, requires power restoration within 5 minutes of outage. Any power outage above 5 minutes will emulsify the paint deteriorating the paint finish, leading to rejection of the whole production batch. In multiple instances the powerhouse operation team failed to restore the power within 5 minutes, leading to huge production and financial losses.

Solution

In June 2022, TML approached KPIPL to provide a solution for restoration of power within 5 minutes. KPIPL's Senior leadership and management team has given a go-ahead for taking this challenging project and providing solution to TML. An expert team from AMPS has visited the site for a thorough study of the operation logic, controls and switchgear operation. Post analysis, our AMPS expertise team presented to TML the problem identified by the team and the solution. Confident with our analysis, we could commit smooth operations of the control and switchgear, to ensure power backup within 5 minutes.



Result

The TML team was convinced of KPIPL's approach towards the solution. Bestowing confidence on us, Tata Motors Limited has awarded service contract to KPIPL for O&M of the Gensets & Powerhouse completely. Post takeover of O&M by KPIPL, the problem with switchgear operations was resolved and ensured power backup within 5 minutes as committed. Overwhelmed with the results, KPIPL was awarded O&M contract for a period of 3 years. The service contract value for the first year of O&M was 13.0 MINR (170K USD), with a YoY escalation of 5%. KPIPL has successfully honored its commitment & completed one year of operation. TML is a satisfied customer of KPIPL.



Recognition

KPIPL operated the O&M contract with best safety practices since July 22 with Zero accident. TML recognized KPIPL's best safety practices in their premises, judged us as Winner-Category AMC, awarded 'Certificate of Merit' for 'Best Safety Performance' in Oct-Dec 22. A proud moment to cherish.

Enelex rises *success case* BBVA



Overview

BBVA Mexico needed to replace the generator sets and ATS for many of their branches.

Challenge

The customer needed the delivery and installation of the equipment only on a limited number of weekends and had to be done at the same time in several locations throughout Mexico, also needed the Generator Sets to have APM403.

Solution

Enelex Energia de Mexico worked with Kohler to give the best delivery time and cost to BBVA, also changed the APM303 on the "XM" inventory units to APM403.

Result

The customer chose Kohler over other brands that were previously installed in the locations awarded to Enelex.



6 Product spotlight

Fluid Analysis: *Coolant*

Coolant analysis is important because it identifies issues before they cause problems that can lead to a generator cooling system failure.

Follow the maintenance and testing recommendations found in the generator set operation manual.

If any of these issues are found, the testing agency may recommend an adjustment to the glycol or corrosion inhibitors, a complete system flush and replace, or correction of mechanical concerns. ■



Some common coolant issues:

Contamination		<ul style="list-style-type: none">■ Introduced during filling or sampling■ Exhaust from EGR cooler, cylinder heads or liners■ Hard water from prior maintenance■ Improper flushing of old coolant
Glycol Concentration		<p>Falls outside recommended levels*</p> <ul style="list-style-type: none">< 40%> 60% <p>* Information shown is typical, results should be compared against the original formulation.</p>
Degradation		<ul style="list-style-type: none">■ Corrosion metals■ Precipitates■ Heat■ Mixing different formulations
pH Balance		<p>Falls outside recommended levels*</p> <ul style="list-style-type: none">< 7> 9.5 <p>* Information shown is typical, results should be compared against the original formulation.</p>

Kohler Power Plus – *Remote monitoring* conditioning

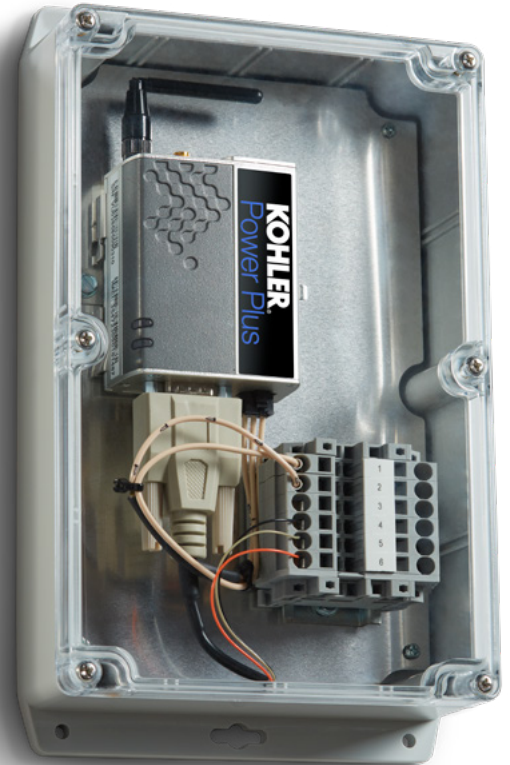
Kohler will soon launch a new cloud-based support system, KOHLER Power Plus, that allows remote access to industrial generators and automatic transfer switches, giving owners and service providers immediate ability to monitor, control and diagnose without being onsite.

KOHLER Power Plus will be available on a user's desktop or mobile app and offers the capability to:

- Monitor and control industrial generator sets and automatic transfer switches (ATS) remotely
- Diagnose issues from off-site to reduce downtime and costs
- View live data and receive notifications of faults and warnings
- Review past and present alerts to identify issues before they worsen
- Avoid failures due to consumables, like fuel or coolant, by tracking them
- Track over 30 generator parameters and over 25 automatic transfer switch parameters
- Capture and export raw data from parameters for further evaluation
- Stay in compliance with local jurisdiction requirements through real-time and scheduled reports

Users will be able to connect up to three assets to a single gateway device, giving customers the ultimate peace of mind by providing generator set and ATS details directly to their local distributor 24/7. Should an issue arise, the service provider will have full access to the asset parameters enabling remote troubleshooting and, in some cases, minimizing site visits.

Stay tuned for more details on this exciting new system. Take a look at the video for more information. ■



7 Training information

Global training activities



Clarke Energy Australia



India



Clarke Energy Australia



India



Clarke Energy Australia



India

July - September '23

Service training schedule

Start	End	Description	Language	Location	Duration	Cost (per person)
July						
07/25	07/25	WEBINAR - Reporting On-site Feedback, Warranty procedures and training	ENG	Teams	2 hours	N/A
August						
09/30	09/30	VT- K135 Internal Architecture and Onsite Tasks SL2/SL3 (part2)	ENG	Teams	4 hours	140€
07/31	08/04	ILT - MM13: MOTEURS JOHN DEERE	FR	Brest	4 hours	1.400€
07/31	08/01	Industrial Generator & Controls Technician Assessment	ENG	Mosel	2 days	\$450
08/02	08/03	Industrial ATS Technician Assessment	ENG	Mosel	2 days	\$450
08/30	08/30	VT - K135 Internal Architecture & Onsite Tasks SL2/SL3	ENG	Teams	4 hours	140€
08/01	08/04	KDI/FOCS Engines (Marine, Industrial, Towable)	ENG	Mosel	3,5 days	\$1,200
08/07	08/11	Industrial Generator & Controls Concepts	ENG	Mosel	4,5 days	\$1,050
08/07	08/11	ILT- K135 Diesel Engines and Diagnostics	ENG	Mosel	4,5 days	\$1,550
08/14	08/18	Industrial ATS Concepts	ENG	Mosel	4,5 days	\$1,050
08/14	08/17	ILT- K175 Diesel Engines	ENG	Mosel	3,5 days	\$1,000
08/21	08/24	ILT- Communications	ENG	Mosel	4 days	\$1,150
08/28	08/31	KDI/FOCS Engines (Marine, Industrial, Towable)	ENG	Mosel	3,5 days	\$1,200
08/31	08/31	VT- K175 Internal Architecture and Onsite Tasks SL2/SL3 (part 2)	ENG	Teams	4 hours	140€
September						
09/04	09/08	ILT - MM13: MOTEURS JOHN DEERE	FR/ENG	Brest	4 hours	1.400€
09/11	09/15	ILT - MM14: Moteurs Volvo D13 - Diag.VODIA V5	FR/ENG	Brest	4 hours	1.400€
09/11	09/15	ILT - ME19 - APM 403 S	ENG	Brest	4 hours	1.400€
09/11	09/15	Advanced Genset Controls	ENG	Mosel	4,5 days	\$1,050
09/11	09/15	ILT- K135 Diesel Engines and Diagnostics	ENG	Mosel	4,5 days	\$1,550
09/18	09/22	ILT - ME20-FR - Contrôle commande APM403 P	FR	Brest	4 hours	1.400€
09/18	09/22	MM13-FR: Moteurs John DEERE 4.5 - 6,8 L - Stage 3A et outil de diagnostic service advisor	FR	Brest	4 hours	1.400€
09/18	09/21	ILT- K175 Diesel Engines	ENG	Mosel	3,5 days	\$1,000
09/18	09/22	Industrial Generator & Controls Concepts	ENG	Mosel	4,5 days	\$1,050
09/25	09/29	ILT - Advanced APM 802 (ME11)	FR / ENG	Brest	4 hours	1.400€
09/25	09/29	Industrial AT Concepts	ENG	Mosel	4,5 days	\$1,050
09/25	09/28	W39	ENG	Mosel	3,5 days	\$1,200
09/26	09/28	ILT - ME18-FR: Kodec, Mise en service, diagnostic et dépannage, Moteurs séries KD	FR	Brest	3 hours	tbc



For online registration, please fill out the form through the link or QR code



ONLINE REGISTRATION

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

8 Marketing updates

Introducing...

Claudio Pedrazzini

Program Manager,
Digital Services in Power Systems AMPS Global



What is your role at Kohler?

Program Manager, Digital Services in Power Systems AMPS Global.

Where are you located?

I am based in Italy, in Reggio Emilia, a town in the middle of Milan, Florence, Venice and Bologna.

When did you first join the company?

I came to Kohler in January 2020, in Engines Division AMPS, then moved to IT, before coming in this role.

For which territories and markets are you responsible?

I have global responsibility but am currently focusing on EMEA.

What do you love about your job?

Being part of a continuous big little revolution, introducing change, giving a voice to our customers and most of all, the creative touch in a stable methodology.

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

By providing intuitive solutions both for them and for internal associates. If we feel comfortable, they will too.

What else would you like to share about yourself?

I have been a professional actor for 7 years, I am a coffee addict, and I am adoptive father of two koala bears, Apollo and Violet.

Social media

Introducing the new name for our social media community

You may have heard the exciting news! Our LinkedIn and Twitter presence continues to grow. But did you know that we've rebranded? As part of a Kohler global initiative, our Power businesses have transformed into Kohler Energy, and we're now Kohler Energy Parts and Support.

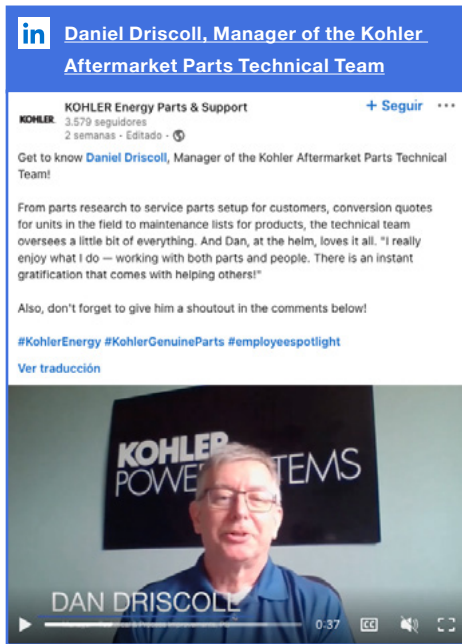
Find us at the links below.

 LinkedIn: [linkedin.com/showcase/kohler-energy-parts-support](https://www.linkedin.com/showcase/kohler-energy-parts-support)

 Twitter: twitter.com/KohlerEnergyPS

You can also check out these recent videos to learn more about our Kohler associates!

Get to Know —



in Daniel Driscoll, Manager of the Kohler Aftermarket Parts Technical Team

KOHLER Energy Parts & Support 3.579 seguidores 2 semanas · Editado ·

Get to know **Daniel Driscoll**, Manager of the Kohler Aftermarket Parts Technical Team!

From parts research to service parts setup for customers, conversion quotes for units in the field to maintenance lists for products, the technical team oversees a little bit of everything. And Dan, at the helm, loves it all. "I really enjoy what I do — working with both parts and people. There is an instant gratification that comes with helping others!"

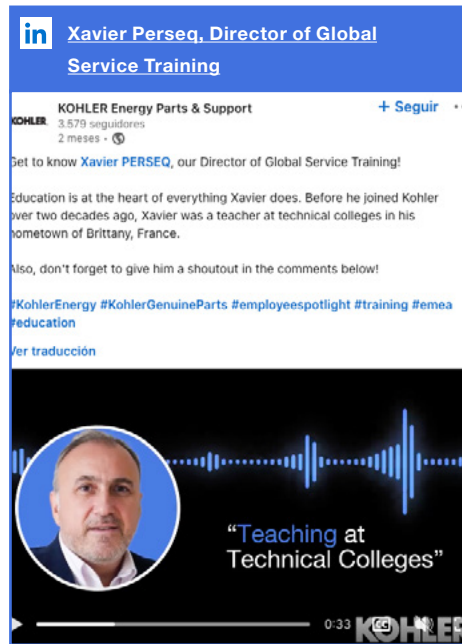
Also, don't forget to give him a shoutout in the comments below!

#KohlerEnergy #KohlerGenuineParts #employeespotlight

Ver traducción

DAN DRISCOLL

0:37



in Xavier Perseq, Director of Global Service Training

KOHLER Energy Parts & Support 3.579 seguidores 2 meses ·

Get to know **Xavier PERSEQ**, our Director of Global Service Training!

Education is at the heart of everything Xavier does. Before he joined Kohler over two decades ago, Xavier was a teacher at technical colleges in his hometown of Brittany, France.

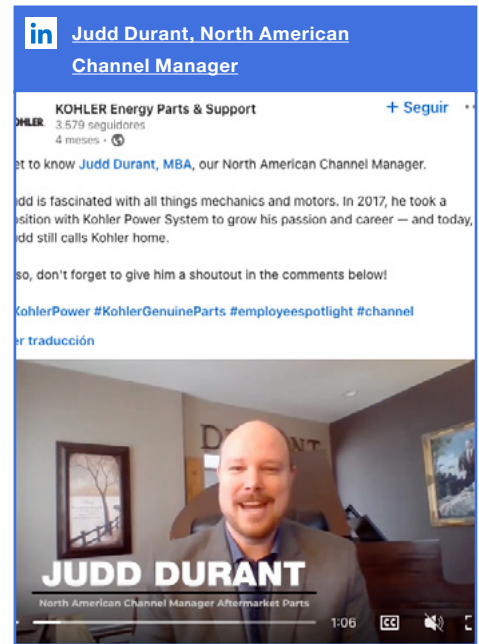
Also, don't forget to give him a shoutout in the comments below!

#KohlerEnergy #KohlerGenuineParts #employeespotlight #training #emea #education

Ver traducción

"Teaching at Technical Colleges"

0:33



in Judd Durant, North American Channel Manager

KOHLER Energy Parts & Support 3.579 seguidores 4 meses ·

Get to know **Judd Durant, MBA**, our North American Channel Manager.

Judd is fascinated with all things mechanics and motors. In 2017, he took a position with Kohler Power System to grow his passion and career — and today, Judd still calls Kohler home.

Also, don't forget to give him a shoutout in the comments below!

#KohlerPower #KohlerGenuineParts #employeespotlight #channel

Ver traducción

JUDD DURANT

North American Channel Manager Aftermarket Parts

1:06

Interested in teaming up with us on social? We enjoy partnering with our distributors and hearing and sharing your success stories on our channels. Contact us today to get mentioned in our next post!

Please contact Ina Fitzgerald to team up: Ina.Fitzgerald@kohler.com

9 Our contest

Tell us the most unique application you've seen yet.

This quarter's *challenge*

Most generators are installed on a concrete slab in the back of a factory, hospital, or home. Others can be found on the roof of a Manhattan skyscraper, on top of a snow-covered cliff, or in the hull of a multi-million-dollar yacht.

We know that a lot of time, energy, and creativity have gone into many of the fields where our generators are placed. Some of these areas are designed to blend in and hide the product with beautiful landscaping, some to stand out and be displayed like art. We believe our product to be one worth showing off. Pristine white marine units, Mossy Oak camouflage enclosures, or Kashmere beige residential gensets are just the baseline for creators designing a space suitable for their back up power no matter their style or vision. 26kW home generators are newly offered in exclusive colors to complement all homes or make a statement in any setting.

KOHLER units can be found in some very interesting places, for instance aboard the L'Herminette – frigate of freedom, the world's largest replica sailing ship, equipped with a KOHLER Marine Generator.

Tell us about the *most impressive* installation you have seen for your chance to *win this quarter's contest.*





Send in your answer for an opportunity to win *\$1,000 in Kohler promotional materials for your office or team.* Send best guess to Ina.Fitzgerald@Kohler.com.



Our previous contest *winner*

Thanks to all the submissions for our Q1 contest.

Jeffrey Beekman and Arjan van der Koppel from Koninklijke Van Twist are our winners from the last issue.

They shared their excitement over the new Kohler Coolant on social media and continue to be strong ambassadors of the Kohler Genuine Parts brand.



KOHLER®

