



July 9, 2012

Gregg Gerstman
Quest Service Group LLC
439 Oak Street, Suite 1
Garden City, NY 11530

Dear Gregg,

This letter will serve as your authorization from Kohler Co. – Power Systems to visit The Home Depot and Lowe's Stores per our agreement, during the months of July and August, 2012.

If for any reason you require additional documentation and assurances that you are operating on our behalf, please have your Representative contact me for follow up. Below is my contact information:

Jeff Mitchell
Sales Manager - Retail
Light Commercial and Residential Products
KOHLER Co. | Kohler Power Systems
Office | Mobile: 210.323.9512
jeffrey.mitchell@kohler.com

Thank you,

A handwritten signature in black ink, appearing to read "Jeffrey M. Mitchell".

Jeffrey M. Mitchell
Sales Manager - Retail
Light Commercial and Residential Products
KOHLER Co. | Kohler Power Systems

JM/m

The message is going out to all Reps who are assigned to the Kohler project:

I was just informed that you were only mailed 2 laminated sheets for each store when you should have received 4 sheets per store.

Please be advised that another package will be going out to you with the additional 2 sheets per store.

The sheets should be left at the following location:

2 at the Pro Desk

1 to the Store Manager or ASM

1 to the Department Head in the Hardware Dept

Please do not hold up your visit for this additional package. You can drop off the additional sheets on your 2nd visit to the store. The same goes for the Reps who already completed this project as well; you can drop it off on your next service call.

Thank you!

Quest Service Group

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Kohler Generator Project - in Home Depot and Lowes

July 13, 2012-July 23, 2012

July 28, 2012 - August 22, 2012

Preparing for the Service Visit

- Please log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process.
- Please check the "Instructions" column to see if there have been any **Alerts or Updates to the reports or planograms** for this specific service visit.
- Be sure you print out a new copy of the required service report to take with you to the job site. It is imperative that you use the service report for the specific service visit because the **unique id number** is necessary for you to get credit for the visit. Also, please make sure that you print out the PK instruction sheet.
- **DRESS CODE** is jeans and sneakers are allowed. **NO** food, beverages, gum chewing or cell phone usage is ever permitted on the sales floor at any time.
- **A package will be mailed to your home. Please wait until this is received before going to complete this project.**

NOTE: Please make sure that your 2 visits are at least 3 weeks apart

When You Arrive at the Location

- As soon as you enter the store, MEET WITH THE STORE MANAGER ON DUTY AND LET HIM/HER KNOW WHAT YOU WILL BE DOING.

Conducting the Installation Visit

- Please refer to the instructions to tell you step by step what needs to be done. The actual instructions that need to be completed are bolded on the instructions below. Please review the rest of the information so that you will have a good understanding of the product and the procedures.
- Take a picture of the generator area.
- Answer all questions on the call report.
- Meet with Store Manager on duty and ask that they sign the report form.

After the Service Visit

- **IMPORTANT:** Log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process. **Pull up the required online report and complete it. Fax the completed hard copy report with the store management signature to the fax number provided on the report (note that you can fax the report in from any location prior to filling out the web report) or scan the hard copy report and upload it (you will prompted for this option after completing the online report).**
- **All reports must be submitted within 24 hours of completing your service visit for you to receive credit for the visit.**
- Be sure to log on to the program website regularly to view your assignments, instructions, and scheduled visits.

Please view the videos below to better familiarize yourself with the Kohler Products:

<http://www.kohler.com/video/5/playlistid?86403540001//videoid?86627260001>

<http://www.kohler.com/video/5/playlistid?86403540001//videoid?86627260001>

<http://www.kohler.com/video/playlistid?86403540001/Residential/videoid?86626659001/Portable-and-Standby-Generators?usrcclk/>

<http://www.kohler.com/video/5/playlistid?86403540001//videoid?86626657001>

Store FAQ's

- How quickly does Kohler ship generators?
 - Within 48 hours of receipt of order (orders placed today may not reach Kohler until tomorrow)
 - Shipping is included in the price of the unit.
 - Add estimated freight time of 3-5 days for delivery
- Are Kohler Generators made in the USA?
 - Yes, all Kohler Generators are made in our facility near Kohler, WI.
- How can a consumer find an installer?
 - A licensed electrician and plumber are needed for a complete installation.
 - For an Authorized Kohler Installer:
 - Visit www.kohlersmartpower.com, and search Sales/Service Locator at top of page
 - Call Customer Service Hotline at 800-717-2565
- What are the main differences between Kohler and Competition (Generac/GE-Briggs and Stratton)?
 - Air Cooled (main sellers)
 - Appropriate Automatic Transfer Switch is bundled with generator – for a complete installation
 - Weather resistant composite enclosure - Not impacted by extremes in weather or corrosion
 - Quiet operation: Between 63 and 69 dB. About the same as a central air conditioner
 - Same power output quality as you get from your electrical utility provider
 - 12RESL (12kW Generator is the best value @ \$2,999 retail for smaller generators) CLOSE OUT – WHILE SUPPLIES LAST!
 - **5 Year/2000 Hour Warranty – BEST IN THE BUSINESS! Includes 2 years parts and labor, 3 years parts**
 - Warranty begins at time of installation when installed and registered by an Authorized Kohler Installer
 - Warranty begins the day generator is shipped from Kohler if not registered at the time of installation
- For additional questions, please call the Customer Service Hotline
 - 800-717-2565
 - Answered during business hours by a real person!