# **Press Release**

# **For immediate distribution**

**Camso’s Solideal on-site service ensures safety first with contactless mobile tire service for customers worldwide**

*Magog, QC, May 26, 2020* – Since the beginning of the current global crisis and up to now, Camso has been able to maintain its operations and has adjusted its Solideal On-Site processes to ensure an efficient and smooth tire installation service through contactless on-site procedures for forklift tire replacement.

With the new measures put into place, no personal contact is required for clients who need to have their forklift tires replaced: orders are processed online or by phone, which initiates an *On-Site Service* scheduled at a moment when forklifts can be isolated. With no exception, SOS technicians perform the complete tire service without contact with clients and make sure to sanitize the machines before and after their manipulations. No further on-site support is required from the client.

For clients who wish to install tires themselves, Solideal-on-site service also made available a second option: the *Assembly Delivery Service*. In this case, the tires are delivered already mounted on an exchange wheel at the customer’s location. Customers return their old assemblies and SOS technicians take care of the disassembly of the old tire from the wheel and its disposal. In all cases the digital order processing allows a contactless and efficient service.

**Making safety a priority for staff, customers and communities**

Since the beginning of the Covid-19 pandemic, Camso has been focusing its efforts on one priority: ensure the health and safety of its employees, customers and the communities which they all are a part of. And the tire manufacturer is proud to be supplying and servicing some of the most essential services across various industries, such as port operations, logistics, pharmaceuticals, health services, food industry, security forces, and power companies, among others. “We understand the essential nature of our customers’ activities and are committed to the success of the Material Handling industry. Servicing and supplying these sectors is key to ensure continuity of their operations and contribute to the global effort against the pandemic,” explains Torsten Müller, Service Line Executive Director at Camso.

In order to keep supporting its clients, Camso has adjusted its business processes and implemented new standards for social distancing, in addition to start relaunching production in its various plants. “Our objective is to contribute to the industry’s financial recovery as efficiently as possible without ever putting economic activity over the health and safety of the people,” concludes Müller.

**About Camso**

Camso, the Road Free company, is a world leader in the design, manufacturing, and distribution of off-road tires, wheels, rubber tracks and undercarriage systems to serve the material handling, construction, agricultural and powersports industries. It employs more than 7,500 dedicated employees who place 100% of their effort on 11% of the global tire and track market; the off-the-road market. It operates advanced R&D centres and manufacturing plants in North and South America, Europe and Asia. Camso is a supplier to leading original equipment manufacturers (OEM) and distributes its products in the replacement market through its global distribution network.

**About Solideal On-Site Service**

The Solideal On-Site Service team, is the industry's largest service provider, and the only one with a custom-made offering to meet all of its customers' forklift tire service needs. For the past 20 years, it’s been a loyal partner to all material handling industries. With the largest fleet of mobile tire presses in North America and Europe, operated by an extensive network of technicians, Solideal On-Site Service provides optimized service on site, on time, online.

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