

ELKAY[®]

commercial
products

Commitment

Excellence

Innovation

Logistics

Service

Discover the
professional's choice.[™]



24

Reasons To Insist On Elkay Water Coolers and Drinking Fountains



History & Commitment

I

Past, Present and Future

Elkay is a family-owned company with a rich tradition of innovation, manufacturing excellence and outstanding service that began in 1920. Our customers can be assured that we are financially strong and our business is stable. In fact, one of our core values is that we are in business forever. Elkay customers will be able to rely on our products and our service for years after the installation, just as they have for nearly 90 years.



Elkay was founded by Leopold and Louis Katz on January 26, 1920

2 Assembled in the USA

Our employees are our most important asset. We're proud of the team at our Savanna, Illinois plant and proud to be the only water cooler manufacturer whose entire product line is assembled in the United States.

3 Wholesale Only

Elkay water coolers and drinking fountains are only sold through wholesale-distributors. We do not sell direct, because we believe the strength of the wholesaler-to-contractor relationship is critical for the future of our industry.

4 A Good Industry Citizen

Elkay is a proud member and active participant in ASA, ASPE, PMI and other trade associations that support the professional supply chain.

Engineering & Manufacturing Excellence

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Stainless Steel Leadership

High-quality stainless steel is critical to durability and long-lasting good looks for any water cooler or drinking fountain. And with our long history of manufacturing sinks, nobody can touch Elkay's expertise at forming, welding, trimming and polishing stainless steel.



6 Vertically Integrated Manufacturing

Elkay is the industry's most self-sufficient manufacturer because we continually make substantial investments in state-of-the-art capital equipment. We have near-total control of our manufacturing process, which keeps our costs competitive, maintains consistent quality control and assures customer delivery schedules are met.

7 On-Site Certified UL Testing

Our Savanna test lab is certified by Underwriters Laboratories to provide test data which speeds up the approval process for new water cooler models and allows for continuous improvements to existing products.

8 ISO 9001 Registration

Our Savanna plant undergoes regular independent audits to maintain the highest levels of ISO registration...an assurance that Elkay consistently follows best practices in quality assurance.

Superb Quality & Innovation

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Vinyl-Coated Steel Cabinets

Only Elkay still coats its steel cabinets with vinyl instead of powder coating. Vinyl does not chip or crack like powder coat finishes, and is up to three times thicker, for superior protection against corrosion and scratches.

10 Superior Filtration Technology

Elkay WaterSentry® models feature an exclusive filtration system, which provides high-grade lead and sediment reduction as well as a 99% reduction of cysts such as cryptosporidium. The result is reduced odor and a better-tasting, healthier drink of water.

11 Visual Filter Monitor

The Elkay Hands-Free WaterSentry® Cooler with Visual Filter Monitor features an LED panel that indicates when the filter needs to be replaced. Elkay is the first company to feature this capability.

12 Flexi-Guard® Bubbler



Another Elkay exclusive, the Flexi-Guard safety bubbler is made of polyester elastomer, which is tough, yet pliable. It flexes on contact to protect against accidental injuries caused by hard contact. It also contains an antimicrobial additive to inhibit bacteria from multiplying on the surface of the bubbler.



13 Higher-Performance Sensor Models

Our Hands-Free® sensor-operated models are equipped with a proprietary Elkay "Electric Eye," which assures more reliable performance than competitive designs.

14 Other Elkay Firsts

Elkay was the first manufacturer to offer child ADA-compliant water coolers, the first to comply with the entire NSF/ANSI 61 Standard, the first to use environmentally-friendly HFC-134A refrigerant... and we are committed to continuing this tradition of product innovation!

Superior Wholesaler Logistics

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EDI & VMI

Elkay is fully compatible with Electronic Data Exchange (EDI) and supports 850 Purchase Order, 855 Order Acknowledgement, 856 Advanced Ship Notice, 810 Invoice and 820 Remit Advice. This automation ensures prompt, accurate and efficient order processing. We have also initiated a selected Vendor Managed Inventory (VMI) program, and will continue to roll this out as our capacity expands.

16 Combined Orders & Shipments

Elkay wholesalers can place consolidated orders that include the entire spectrum of Elkay products, and have them shipped together to reduce freight costs. Elkay can help make life simpler, with coolers, fountains, sinks and faucets on one order, and one invoice

Phenomenal Service & Support

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Excellence...On a Local Level

Elkay's network of Manufacturer Representatives is a tremendous resource... over 450 professionals, available to serve the needs of specifiers, contractors and wholesalers in their local markets. We constantly train and re-train our reps, so they don't just know how to sell, they also know how to install our products!

18 "One Call" Technical Service

When a contractor on a jobsite has a question while installing an Elkay water cooler or drinking fountain, trained technicians at our Savanna plant are a cell phone call away, five days a week. We're tremendously proud that over 98% of our technical service calls are handled on the very first call!

19 Orders Ship Complete... And On Time

We lead the industry with our commitment to ship orders to our Elkay wholesalers 100% complete and on time. In fact, our most popular models can ship in 2 days or less!

20 Authorized Service Centers

Over 600 independent agencies committed to handling in-warranty and out-of-warranty repairs on Elkay water coolers and drinking fountains, are staffed by professionals with an average of 10 1/2 years experience with Elkay products.



21 Customer Service... In Less Than 20 Seconds

Our experienced staff of customer service personnel never leave Elkay wholesalers hanging when calling for information requests and orders. In fact, 92% of all calls are answered live in 20 seconds.



22 Continued Support for Legacy Products

We continue to manufacture water cooler and drinking fountain models of older vintage, so you can continue to meet your customers' replacement needs.

23 Easy Replacement of Competitive Coolers

We offer conversion hardware, with complete instructions, to help eliminate guesswork when replacing a competitive cooler or fountain with an Elkay model.

24 Custom-Made Products

Elkay's product line will meet the needs of all but the most unusual applications. However, when specifiers or contractors need a truly special design, we are prepared to help in any way we can.



Elkay. Alone At The Top.

When you specify, purchase or install water coolers and drinking fountains, it simply doesn't pay to go with less than the best. If you are not currently using Elkay, use this chart to challenge any other manufacturer, to see if they measure up. We think you will decide, Elkay is the right choice, because it is the logical choice!

Compare Elkay to any other.	Elkay	Competitors		
		I	2	3
Assembled in the USA	✓			
ISO 9001 Registration	✓			
Vertically Integrated Manufacturing	✓			
Stainless Steel Leadership	✓			
On-Site Certified UL Testing	✓			
Visual Filter Monitor	✓			
Flexi-Guard® Bubblers	✓			
WaterSentry® VII Filter	✓			
Combined Shipments with Coolers, Sinks & Faucets	✓			
Vinyl-Coated Steel Cabinets	✓			
Support for Legacy Coolers	✓			



ELKAY®

Tradition. Vision. Conviction.

Elkay was founded as a small sink manufacturing company on the north side of Chicago. We have grown significantly from these humble beginnings, but our dedication to innovative products and exceptional customer service remains the same.

Today, Elkay is a leading manufacturer of stainless steel sinks, faucets, water coolers and drinking fountains, delivering unprecedented levels of style and function to plumbing professionals. In addition, our cabinetry division symbolizes our vision for continued growth as a world-class industry force, on a global scale.

We are driven by core values that have evolved since 1920... values that are reflected in every product we manufacture, and our conviction to provide total satisfaction to every customer, every day.

Contact Information

Web Site: elkayusa.com

Corporate Headquarters:
630.574.8484

Customer Service: 630.572.3192

Fax: 630.574.5012

2222 Camden Court
Oak Brook, Illinois 60523