

Nilfisk Website & Web Shop User Guide

There are two sections of the nilfisk.com.au website:

- The public website is where you will find all product information, images and videos related to the product.
- The web shop is where dealers like you can login to purchase Nilfisk machines, accessories, and spare parts online, and download parts breakdowns for all machines.

Accessing Product Information

All Nilfisk, Viper and Kerrick machines are now on the nilfisk.com.au, within the **product navigation menu**, and **searchable** by keyword or part number.

Please note that Kerrick products have been placed in these product category locations:

- Carpet Extractors
- Vacuum Cleaners – Commercial Cleaners – Dry
- Vacuum Cleaners – Commercial Cleaners – Wet & Dry
- Vacuum Cleaners – Industrial Cleaners – Single-Phase Wet & Dry
- Pressure Cleaners – Mobile – Cold Water – Medium
- Pressure Cleaners – Mobile – Hot Water – Medium
- Pressure Cleaners – Stationary – Hot Water
- Pressure Cleaners - Petrol

You can filter products on those category pages by brand.

Kerrick also has a **landing page**, which can be accessed from the website secondary navigation, with an overview of the Kerrick offering and links to the product pages.

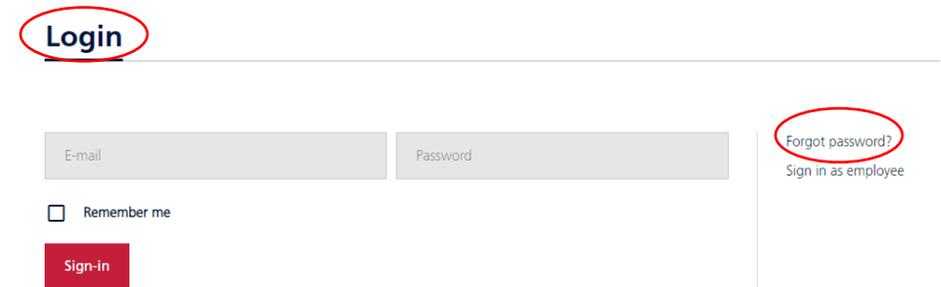
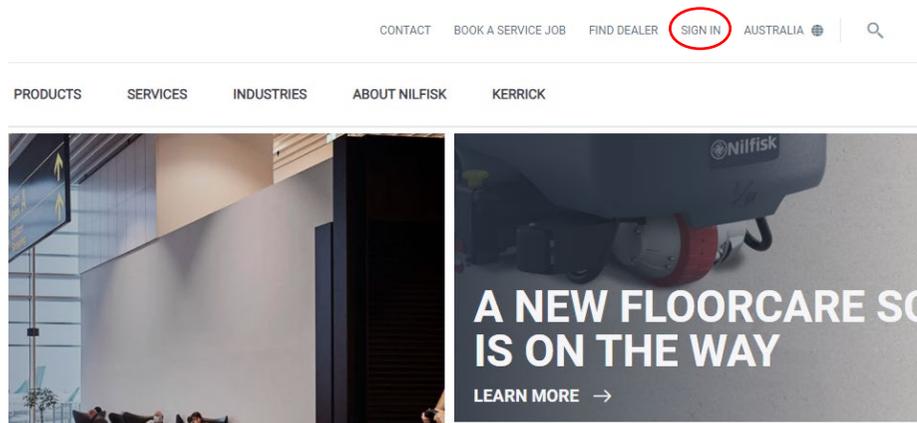
The screenshot shows the Nilfisk website's navigation menu. At the top, there are links for CONTACT, BOOK A SERVICE JOB, FIND DEALER, SIGN IN, AUSTRALIA, and a search icon. Below this, the main navigation menu includes PRODUCTS (circled in red), SERVICES, INDUSTRIES, ABOUT NILFISK, and KERRICK (circled in red). The PRODUCTS menu is expanded to show five categories:

- FLOOR CLEANING**
 - Scrubber dryers
 - Stand-on/ride-on scrubber/dryers
 - Walk-behind scrubber and dryers
 - Sweepers
 - Manual sweepers
 - Walk-behind sweepers
 - Ride-on sweepers
 - Combination machines
 - Single discs
 - Low speed
 - High speed
 - Two speed
 - Burnishers
 - Electric cord
 - Battery
 - Carpet extractors
- VACUUM CLEANERS**
 - Commercial vacuum cleaners
 - Dry vacuum cleaners
 - Upright vacuum cleaners
 - Wet and dry vacuum cleaners
 - Industrial vacuum cleaners
 - Single-phase wet & dry
 - Explosion-proof
 - Hazardous dust
 - Three-phase wet & dry
 - Health and safety wet & dry
 - Oil and shavings
 - Food, pharma and OEM
 - Packaging and trims
 - Compressed air
 - Pneumatic conveyors
 - High power vacuum cleaners
- PRESSURE CLEANERS**
 - Mobile pressure cleaners
 - Mobile cold water pressure washers
 - Mobile hot water pressure washers
 - Stationary pressure cleaners
 - Stationary cold water pressure washers
 - Stationary hot water pressure washers
 - Petrol pressure cleaners
- DETERGENTS**
 - Floorcare detergents
 - Surface detergents
 - Care & maintenance
- TECHNOLOGY**
 - Ecoflex
 - Nilfisk Lithium-Ion Battery

Logging In for Web Shop Use

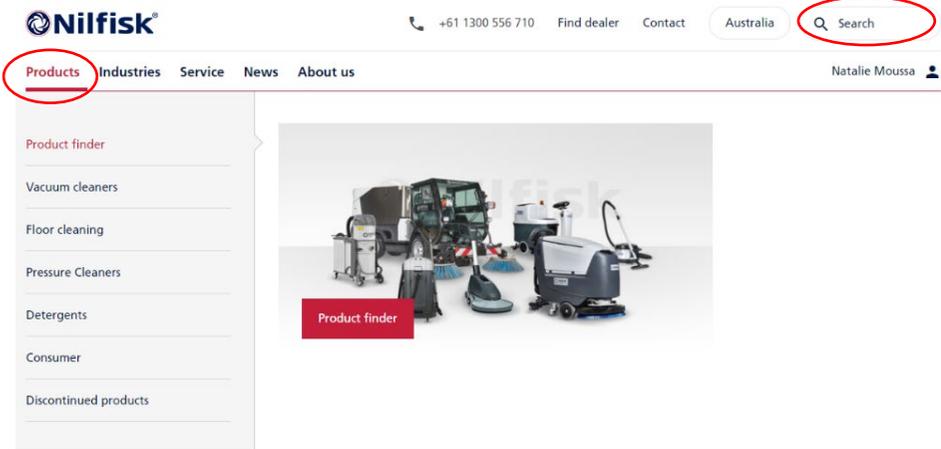
The Web Shop is available for **Nilfisk** and **Kerrick** products. To use the web shop:

1. Go to nilfisk.com.au
2. On the top header menu, select "SIGN IN"
3. Enter your credentials to view the Web Shop
4. If you don't have a login, please email ecommerce.au@nilfisk.com
5. If you forget your login credentials, please click "Forgot Password?" to the right of the login boxes, to reset your password



Finding Products

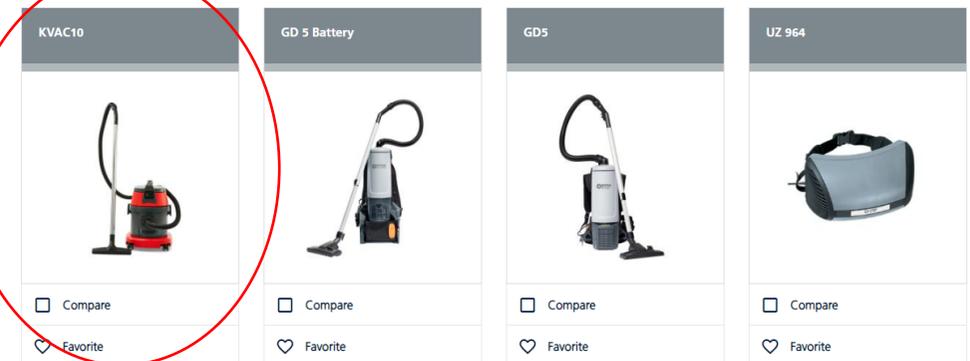
1. The web shop will look a little different to the public website, but the same products are available for Nilfisk and Kerrick.
2. To select a machine to purchase or view technical information you can search or find it in the product navigation menu. Click on the product you're interested in.
3. To select parts and accessories to purchase, please search by part number or keyword.



Dry vacuum cleaners

Nilfisk vacuum cleaners are designed with your operator in mind. Our compact design is easy to use, highly maneuverable and sturdy, ensuring you reliable use year after year. Our high-quality filters ensure powerful suction and efficient filtration.

Products



Add a Product to Your Shopping Cart

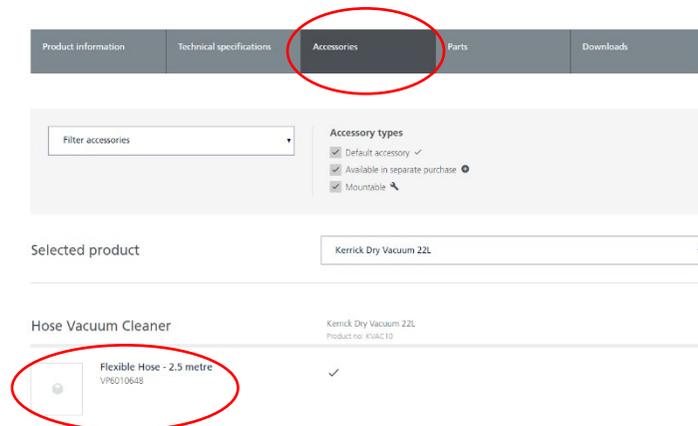
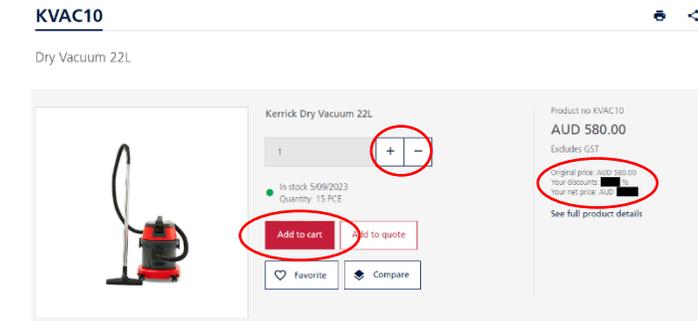
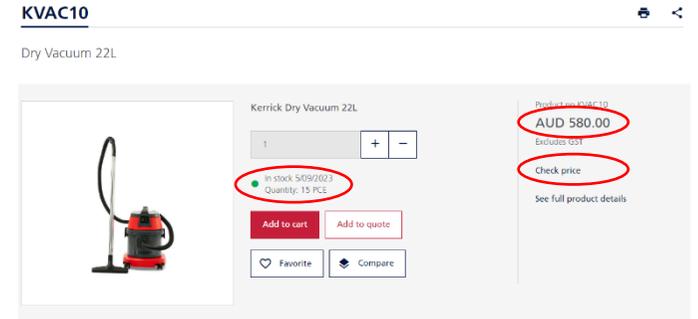
1. Once you find the part you are looking for, you can add it to your cart, straight off the page.
2. Check the quantity in stock in the middle of the page. If no stock is showing on the website, please contact customer care to check stock levels, and delivery times. Stock levels are from our Sydney warehouse.
3. You can check the trade price on the right-hand side.

You can check your standard dealer price by clicking "Check price" on the right-hand side, under the trade price. This refresh the screen and your price will be shown in the same spot.

NOTE: The main price will not change, but your correct total will be calculated in the shopping cart.

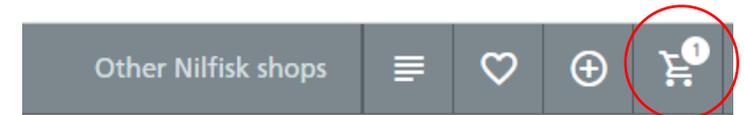
NOTE: Any bulk discounts will not be shown here, but will also be calculated in the shopping cart.

4. Select the quantity you would like to purchase with the "+" and "-" symbols
5. Select the red "Add to cart" button
6. To find and purchase associated accessories, scroll down the page to "Accessories" and click on the product, then follow the same process to add it to your cart.
7. To find and purchase associated spare parts for Nilfisk, scroll down the page to "Parts" to view EzParts spare parts list. From there, you can view any schematic that you need, by selecting the "Schematic" drop down. If the product has a shopping trolley symbol in the schematic, click on the shopping trolley and follow the same process to and add it to your cart.
8. To find and purchase associated spare parts for Kerrick, scroll down the page to "Downloads" and download the parts breakdown. Once you have determined the correct part, search for it in the website search feature and follow the same process to add it to your cart.



Reviewing Your Shopping Cart

1. Once you have finished shopping, you can check out.
 2. To view your cart, click the shopping cart icon on the top right-hand side of the page.
 3. Then, click "Check out" on the pop down
 4. Please note at this stage, the price shown is still the trade price
-
5. Once you are in the shopping basket, you will see your calculated total, and net price based on your discount, and any bulk discounts that can be applied.
 6. Once you're happy with the order, select "Check Out"



Shopping cart 1



Kerrick Dry Vacuum 22L

KVAC10
Quantity: 1
AUD 580.00
Remove

Check out

View cart

Import

Shopping Basket

Review your shopping cart.

Check out

Items (1)

Quick-add Import Save cart Create new cart

Nilfisk



Kerrick Dry Vacuum 22L
KVAC10
AUD 580.00

Discount (%)

Unit price (AUD)

Get availability

Total

AUD [redacted]

Price this is calculated

Add accessories

Quantity

1

+

-

Remove

Total net price

AUD [redacted] 0

Check out

Continue shopping

Checking Out

Once on the checkout screen there are a few things to check before you can submit your order:

1. Select pickup or delivery as a shipping method. Pickup for online orders is from our Sydney warehouse. If pickup is selected, the shipping address will be ignored.
 2. If you select delivery, check the ship to address. If your ship to address is incorrect, select "Change ship to address". If the correct ship to address is not shown in the drop-down menu, go back to the checkout screen, select "Create new ship to address", edit the details shown on the screen, and select "Save". This will create a new ship to address, that you can select on the next screen.
 3. Select complete or partial delivery. Complete delivery - the order will be released when all stock is available. Partial delivery - the order will be released as stock becomes available.
 4. Enter a PO number for your order
 5. As an option, you can enter a preferred delivery date and note on your order
-
6. Do one last final check of all the details and pricing, and select "Submit my order"
 7. We will receive your order and process it

Checkout

Review your order before submitting.

* Required fields

Bill To Address

Ship To Address*

Change ship to address

Create new ship to address

Shipping Methods*

 Pickup

 Delivery

Please select pickup or delivery as a shipping method. If Pickup is selected, the shipping address will be ignored. If Delivery is selected, we will use the shipping address shown on this page. You can add and change your shipping address above. Please note that all pickup and delivery orders under incur a order handling fee.

Free shipping

Delivery Options*

 Complete delivery

 Partial delivery

Please select complete or partial delivery. Complete delivery - the order will be released when all stock is available. Partial delivery - the order will be released as stock becomes available.

Preferred delivery date

 Select date

PO Number

 Enter related PO Number

Order note

 Leave you notice

Items (1)

Item	Description	Stock Availability	Qty	Price(AUD)	Disc	Total(AUD)
Nilfisk						
KVACTD	Kerick Dry Vacuum 22L	Unknown	1	580.00		

Subtotal

AUD [REDACTED] 00

Total

AUD [REDACTED] 00

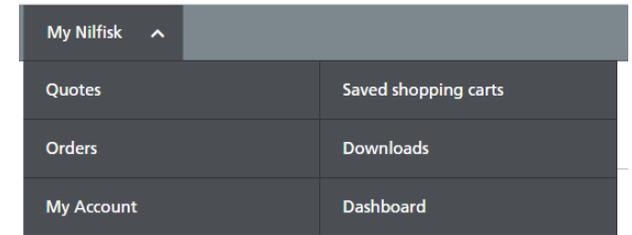
Back

Get Stock Availability

Submit my order

Other Features

Under the “My Nilfisk” drop down on the upper right of the screen, there are other handy tools that you can use.



My Nilfisk ^	
Quotes	Saved shopping carts
Orders	Downloads
My Account	Dashboard

Quotes - Here you can prepare a basic quote for your customers:

1. Select “My Nilfisk, then select “Quotes”
2. Select the red “Create Quote” button on the right-hand side of the screen
3. Enter Quote, Prepared For, and Sender details, then select “Create”
4. Select the “Quick-add” button to add products
5. Enter part number and quantity, then select “Add to quote”, you can overwrite the prices here
6. Once you have all of the products to be quoted, select “Generate PDF”
7. Once it has generated, press “Download PDF”. You can also go back to this quote, by following step 1 and clicking the quote, or the PDF icon

Orders – here you can search for past web orders only, and reorder:

1. Put in your search parameters based on date and other order fields, then select “Show”
2. Scroll down to see the list of orders, then select the magnifying glass to go to the order details, and reorder if needed

Saved shopping carts – here you can manage saved shopping carts for repeat orders:

1. Add products to your cart, as per instructions in “Add a Product to your Shopping Cart” section of this document
2. Once you’ve added all of the products you want to save in your cart for repeat orders, select the shopping cart icon on the top right-hand side of the page, then select “View cart”
3. Select “Save cart”, located close to the top right hand side of the screen, between Import and Create new cart
4. On the pop-up, enter a Cart name and Description, and select “Save cart”
5. To load a cart, select “My Nilfisk”, then select “Saved shopping carts”
6. On the table, under the “Active” column, select the radio button for the cart you want to load

Parts Breakdowns

Nilfisk

1. Log in with your dealer password, the same way as described in "Logging In for Web Shop Use" section
2. To find parts breakdowns for Nilfisk, find the product using the product categories, or search for the product. Once you find the correct product, scroll down the page to "Parts" and to view EzParts spare parts list. From there, you can view any schematic that you need, by selecting the "Schematic" drop down.
3. Please don't use any pricing you find in the EzParts section. Instead, once you've determined the correct part, search for it in the website search feature, check the price on the product page, and add to your cart.

Viper

1. Log in with your dealer password, the same way as described in "Logging In for Web Shop Use" section
2. To find parts breakdowns for Viper, you CANNOT find the product using the product categories. Instead, search for the product using the model name e.g. AS510. In the results under "Schematics", select any of the breakdowns for that product to view the EzParts spare parts lists available. From there, you can view any schematic that you need, by selecting the "Schematic" drop down.
3. You CANNOT purchase Viper spare parts online, or check stock and pricing. Please do not use pricing that you find in the EzParts section.

as510

Schematics

- AS510 BATTERY VERSION - BRUSH SYSTEM - AS510
- AS510 BATTERY VERSION - WEAR AND TEAR PARTS - AS510
- AS510 BATTERY VERSION - TANK SYSTEM - AS510
- AS510 CABLE VERSION - TANK SYSTEM - AS510

No.	Part No.	Qty.	Description
1	VF90299	1	BRUSH MOTOR AS430-
2	VF90282	1	SOLENOID VALVE KIT
3	VF90447	1	SOLENOID VALVE BRAC
4	VF90449	1	20INCH BRUSH SUPPOR
5	VS10133	1	BUMPER ROLLER KIT
6	VF90450	1	BRUSH SPRING CLIP K

AS510 BATTERY VERSION - BRUSH SYSTEM

- AS510 BATTERY VERSION - GENERAL VIEW
- AS510 BATTERY VERSION - TANK SYSTEM
- AS510 BATTERY VERSION - CONTROL SYSTEM AND ELECTRICAL SYSTEM
- AS510 BATTERY VERSION - WHEELS AND SOLUTION SYSTEM
- AS510 BATTERY VERSION - BRUSH SYSTEM
- AS510 BATTERY AND CABLE VERSION - SQUEEGEE SYSTEM
- AS510 BATTERY VERSION - WEAR AND TEAR PARTS
- BATTERY VERSION - WIRING DIAGRAM
- AS510 CABLE VERSION - GENERAL VIEW
- AS510 CABLE VERSION - TANK SYSTEM
- AS510 CABLE VERSION - CONTROL SYSTEM AND ELECTRICAL SYSTEM
- AS510 CABLE VERSION - WHEELS AND SOLUTION SYSTEM
- AS510 CABLE VERSION - BRUSH SYSTEM
- AS510 BATTERY AND CABLE VERSION - SQUEEGEE SYSTEM
- AS510 CABLE VERSION - WEAR AND TEAR PARTS
- CABLE VERSION - WIRING DIAGRAM

Kerrick

1. Log in with your dealer password, the same way as described in "Logging In for Web Shop Use" section
2. To find parts breakdowns for Kerrick, scroll down the page to "Downloads" and download the PDF titled "Parts Breakdown".
3. Once you have determined the correct part, search for it in the website search feature and add it to your cart.