

FOR IMMEDIATE RELEASE

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CONTACT: Kimberly Sawyer
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Kimberly.Sawyer@kiongroup.com**KION North America Announces the Opening of its Brand-New Aftermarket Distribution and Training Center**

SUMMERVILLE, SC – KION North America is proud to announce the opening of its brand-new Aftermarket Distribution and Training Center in Summerville, South Carolina. This new location, just 5 miles from KION North America's production facility, triples the warehouse space for high-demand spare parts. The new location also offers a state-of-the-art Sales and Service Training Center for in-person and live events, which will support over 1,600 dealer technicians and sales representatives in 2022.

The distribution warehouse increases floor space by 86%, vertical storage by 80%, high rack storage by 64%, and small parts storage by 30%. This allows KION North America to increase the total number of parts in stock to more than 30,000 SKUs to best serve its customers. The Aftermarket Distribution Center utilizes brand new Linde Material Handling warehouse equipment for highly efficient storage and picking process. The opening of this new location has also provided additional jobs in the Summerville, South Carolina area.

Daniel Schlegel, Vice President of Customer Service, says, "the new Aftermarket Distribution Center and the new Sales & Service Training Facility are important milestones of our North American growth strategy. It puts the necessary foundation in place to provide state-of-the-art aftermarket support to our high-performing Sales & Service Dealer Network. The entire project execution took 11 months from planning to launch, and it also substantially improved the work environment for our Customer Service team."

The new training center will support roughly 400 dealer technicians and sales representatives in 2022. In addition to in-person training, the training center will produce up to 20 live webinars in the new virtual studio. KION North America will support an additional 1,200 service technicians and sales representatives throughout North America through live webinars in 2022.

Bob Menges, Customer Service Technical Training Manager, says, "the new Training Center is specifically designed for service and sales/product training. It features a state-of-the-art classroom and a dedicated hands-on training lab where trainees, whether service technicians or sales representatives, can seamlessly move between classroom training and hands-on training to optimize the training environment and experience."

KION North America understands that immediate access to parts and experienced technicians to address customer issues quickly is essential to keep businesses running in these highly demanding times. With a continued focus on its customers, KION North America is proud to expand its offerings, including products, parts, training, and solutions to its dealer network.

To learn more about KION North America's new Distribution Warehouse and Training Center, please visit KION North America's [website](#).

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KION North America Corporation

Headquartered in Summerville, S.C., [KION North America Corporation](#) is a member of the KION Group, one of the world's leading manufacturers of industrial trucks. Their brand companies, Linde and Baoli, serve the specific industrial truck requirements of the US, Canadian and Mexican markets with a broad and complementary product portfolio. KION North America produces material handling equipment known for its innovative technologies, reduced energy consumption, and low operating costs. KION North America also works closely with its sister company, Dematic, a global leader in automated material handling that provides a broad range of intelligent supply chain and automation solutions.

Disclaimer

This release contains forward-looking statements that are subject to various risks and uncertainties. Future results could differ materially from those described in these forward-looking statements due to certain factors, e.g., changes in business, economic and competitive conditions, regulatory reforms, results of technical studies, foreign exchange rate fluctuations, and the availability of financing. We do not undertake any responsibility to update the forward-looking statements in this release.