

Club Car® Launches Utility Vehicle Industry’s Only Technical Support Team Dedicated to Equipment Rental Customers

Improves Training, Uptime and Financial Performance. Positions Technicians to Serve Dedicated Markets.

Augusta, Ga. ([PRWEB](#)) December 03, 2015 -- The equipment rental industry moves at lightening speed, experiences high call volumes and needs quick, responsive service to avoid unnecessary down time. Yet many utility vehicle (UTV) manufacturers don’t have systems in place to make that happen.

“[Club Car](#) has resolved that problem by forming the industry’s only UTV Technical Support Team dedicated exclusively to rental customers,” says Resorts and Rentals Marketing Leader Mary A. Sicard. The company will showcase this service at its “Technical Corner” at Booth 4783 at the ARA show in Atlanta, Ga., Feb. 19 – 24, 2016.

A 23-year veteran Club Car technician leads the team and serves as a liaison between rental customers, engineering, product development, aftermarket and other divisions of the company.

The team operates regional and on-site classroom and hands-on training for mechanics, who work with actual Club Car vehicles on their sites. This allows them to train both book and visual learners.

They also troubleshoot issues with clients remotely and on site, speed parts delivery and serve as a single point of contact for Club Car, all at no charge.

The team is unique in the UTV industry. “Other manufacturers often offer rental support through a variety of technicians with expertise in various areas, but it can be difficult to access. Our dedicated team members are available by cell phone and are fluent in all aspects of our products, especially the automatic all-wheel drive Carryall® utility vehicles commonly used in rental markets,” Sicard says.

In addition, Club Car is positioning dedicated technicians to serve rental customers in specific markets.

Teaching Customers ... and Learning From Them

The team’s feedback from the field has led to recent evolutions of Club Car’s all-wheel drive vehicles.

When Club Car learned that renters were driving through the park brake, damaging it and the service brakes as well, the company moved the park brake from the main brake to the transmission on 2015 Carryall utility vehicles to lock out the drive shaft. They are also creating a retrofit kit with a flashing dash light and alarm to warn drivers when the park brake is engaged.

“While other manufacturers are designing vehicles for weekend fun, we are engineering them for down-and-dirty rental applications,” Sicard says.

For more information on Club Car vehicles or services, call Club Car’s Dedicated Rental Team at 800-258-2227 or visit booth 4783 at the 2016 ARA show.



About Club Car

Club Car, one of the most respected names in the golf industry, is the world's largest manufacturer of small-wheel, zero-emissions electric vehicles. The company's Precedent® golf cars, exclusive Visage™ Mobile Golf Information System, and Carryall® turf utility vehicles are integral to successful operations at thousands of courses around the world. Carryall utility and transport vehicles are used in a variety of commercial, industrial, government, rental and resort applications. The company also offers street-legal, low speed vehicles (LSVs) for personal and commercial use, all backed by Club Car's 50+ year legacy of superior design, manufacture and service. Club Car is part of Ingersoll Rand, and is based in Augusta, Ga. Visit www.clubcar.com.



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