

FLOWRIDER®



**PERFORMANCE
SERVICES**

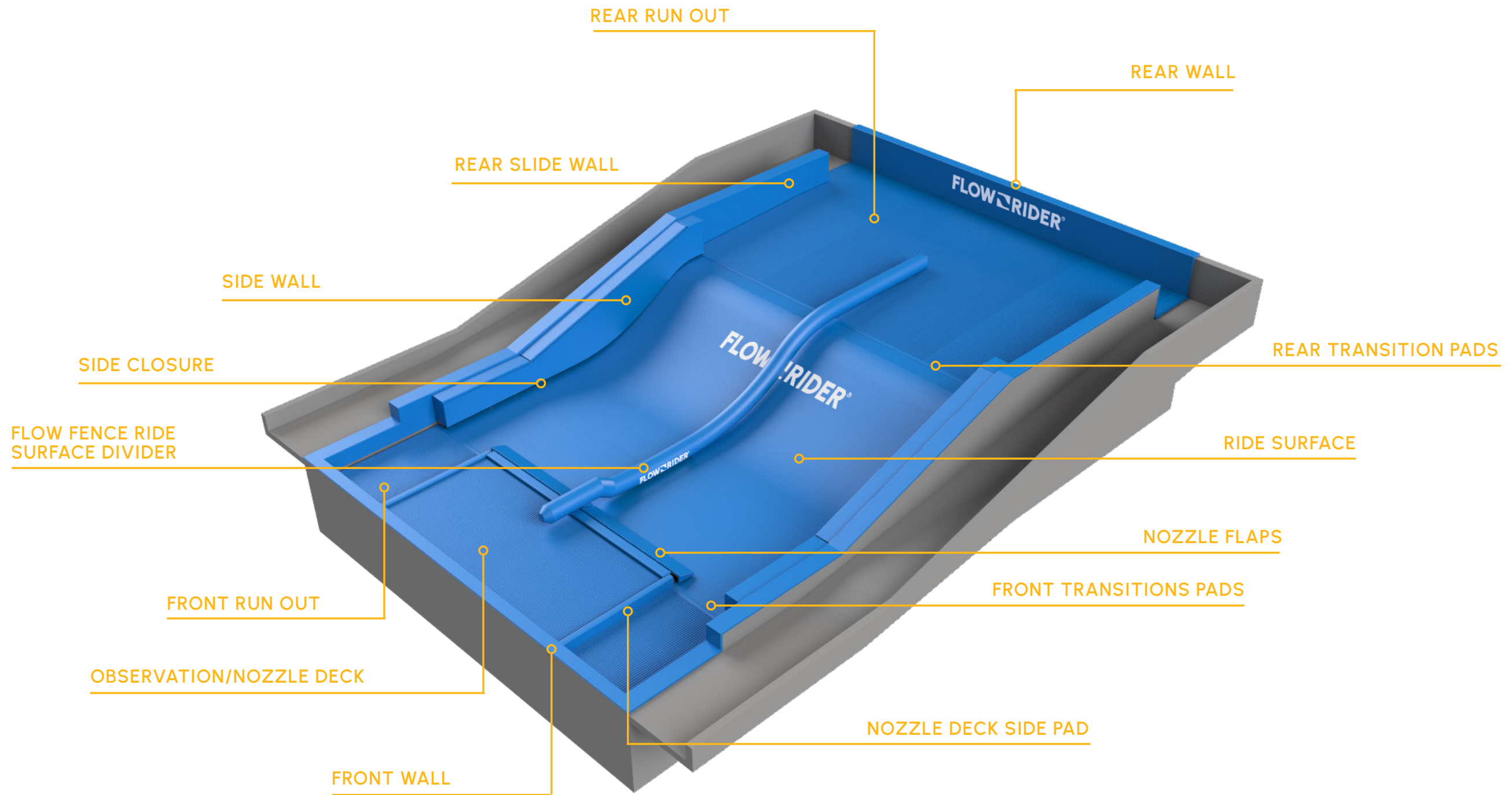


FlowCurl® (Baha Mar - Nassau, Bahamas)

INTRODUCTION

At FlowRider, Inc., we report to you. Part of what sets us apart is our unwavering commitment to your ongoing success long after your wave is constructed. With 250+ successful installations worldwide, we take pride in our name being synonymous with reliability, quality, and exceptional service. Over the last three decades, this has become a key component of our mission to ensure your venue can operate successfully and your patrons can continually experience the joys of riding a wave.

As a company, we understand the importance of providing you with a reliable and long-lasting product. Beyond the benefits of our robust technology, part of what makes our waves long-lasting is our commitment to servicing you at a moment's notice. From wave refurbishments to safety trainings and even board sales, our industry-leading After-Sales team has built a robust catalog of offerings to keep your attraction in peak performance. Together, we can help you deliver incredible guest experiences for decades to come.



GET TO KNOW YOUR WAVE



FlowRider® Double (Margaritaville Hollywood Beach Resort - Hollywood, USA)

REFURBISHMENTS

Even though our technology is designed to withstand years of non-stop operation, there comes a time when your wave deserves some much-needed TLC. Refurbishments not only give your wave an exterior make-over of sorts, but they will keep the attractions running smoothly in the best possible condition. Whether your venue could benefit from a full refurbishment or a simple part replacement, we're the one-stop shop for your servicing needs. Our esteemed After Sales team has seen it all over the last 30 years, and there is no project we can't tackle to get your wave ready for the upcoming season.



FlowRider® Double (Island Waterpark at Showboat - Atlantic City, USA)

COMMON TYPES OF FLOWRIDER REFURBISHMENTS INCLUDE:

- Divider Replacement
- Nozzle Replacement
- Foam and Vinyl Replacement
- Surface Replacement
- Recovery system / decking replacement (Pillow Padding or Hollow Tube Matting)
- Assist with pump service
- Full Refurbishment of the entire FlowRider
- Electrical Panel Replacement

Timelines for these projects are dependent on the scope of the work, but they can range from as little as a couple of days to a couple weeks for a task like a full refurbishment. Once we understand the condition of your wave, we tailor our work specifically to minimize downtime for your venue.

After refurbishments occur, we help you set a proper maintenance plan to prolong the lifespan of your attraction's parts with simple routine maintenance. In addition, our refurbishments also serve as a great way to make sure your venue has the most up to date technology in the industry to help minimize risk when operating your wave.

INSPECTIONS AND PREVENTATIVE MAINTENANCE PLANS

Just like preventative inspections on a car, a FlowRider attraction benefits immensely from similar attention and care by an expert technician.

With a team of FlowRider specialists available on nearly every continent, we're available to conduct comprehensive yearly inspections covering crucial aspects such as foam, vinyl, nozzles, interior, and exterior of the FlowRider. The objective of our annual inspections is to reduce unforeseen downtime for your venue and identify areas that may require maintenance.

These single day inspections can also serve as a time for our FlowRider specialist to review daily operating procedures and answer any questions that staff may have. In the days following an inspection, the venue will receive a detailed report on the status of the wave and a recommended action plan on addressing areas that may be of concern.

- Maintain Quality
- Increase Longevity
- Elevate Experiences

While our team is available for annual inspections, it is important to remember that the FlowRider Operations and Procedures Manual (OPM), requires that venues conduct daily, weekly, and monthly checks.



FlowRider® Mobile (X Games California, USA)



FlowRider® Mobile (X Games California, USA)

SAFETY TRAININGS

At FlowRider, we prioritize minimizing risk and strive to create a more enjoyable riding experience for your guests. As part of our commitment, we are pleased to offer your team a comprehensive safety and operations training.

These in-depth trainings from a FlowRider professional start with a detailed walkthrough of our Operations and Procedures Manual (OPM). Following the OPM training your team will have the opportunity to engage in a full day of hands-on wave training alongside the best in the business. Trainings can be carried out in as little as 1-2 days depending on your venue's availability.

If your venue has a higher staff turnover rate, it is recommended to have a FlowRider specialist conduct a yearly training. Venues with low turnover and an experienced operating team can participate in our specially designed "Train the Trainer" program. Although our team is always available to help yours, this model allows for fewer trainings and certifications from FlowRider staff over time.



**FLOW
RIDER
SHOP**



STAY RELEVANT WITH THE BEST BOARDS IN THE INDUSTRY

Our after sales solutions don't end at refurbishments and trainings. Having invented the sport of flowboarding and fostered a world-wide community of devoted riders and hobbyists, we know a thing or two about bodyboarding and stand-up riding. Throughout the countless years of rider feedback, plus our own R&D on new and existing waves, we've confidently curated the most robust offering of flowboards and bodyboards in the industry. Trusted world-wide, our boards are made to meet the highest quality standards of both our venues and athletes.

- Increase Rider Satisfaction
- Keep Operations Running Smoothly
- Stay on top of Board Trends

Board sales are also a way to add additional revenue streams around your FlowRider. As your patrons get hooked, they are always looking to purchase their own gear. There's no one better to sell it to them than you!

With a range of board types to meet the needs of any venue, FlowRider Shop offers competitive wholesale pricing as well as unique packages for special scenarios.



FlowRider® Triple (Tidal Cove Water Park at JW Marriot Miami Turnberry - Aventura, USA)

CALLED UPON BY THE BEST BRANDS IN THE INDUSTRY

Venues committed to delivering extraordinary experiences to their guests understand the value that keeping their waves in tip top shape can bring.

A great example of this is Royal Caribbean, who consistently utilize our After-Sales team to perform preventive maintenance and keep their rides looking new. All this to make sure that when their peak seasons roll around, they are ready to go! For RCCL, greatly decreasing the chances of a peak-season shut down is well worth the off-season TLC.

RCCL aren't the only ones, we have several other big-name partners who regularly take advantage of the services offered by our team!





FlowRider® Edge (Tampa, USA)

NEED ASSISTANCE?

DON'T BE SHY, PHONE A FRIEND AT FLOWRIDER, INC.

The FlowRider After-Sales team is always just a call away! With a combined 40+ years in the stationary waves system business, this trio of sheet wave veterans is sure to have the answer to all your questions. Whether it is a full refurb or an order of fresh boards for the summer rush, our all-in-one team will make sure you are well cared for. You'll be hard pressed to find a group open to chatting waves more us.

Don't believe me? Give us a call!



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