

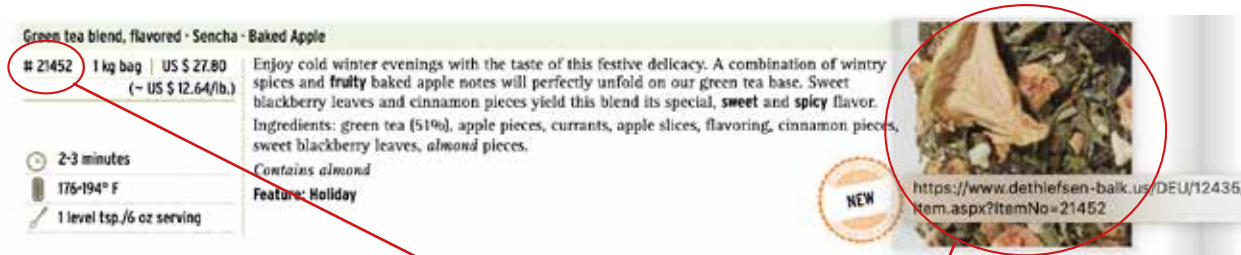


## FEATURES OF OUR NEW ONLINE CATALOG

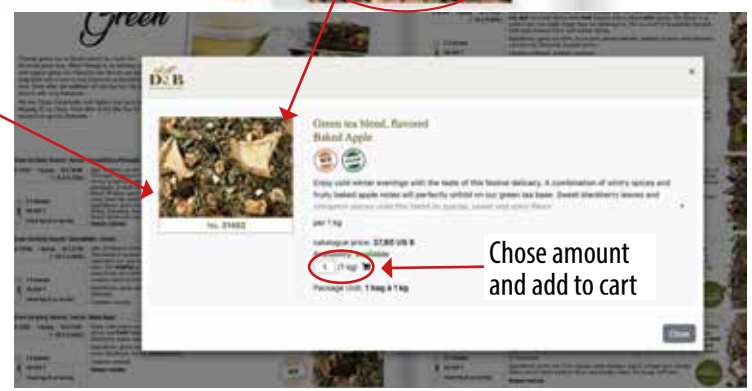
Our online catalog has been enhanced with many new online features - try it out now! You can access our catalog directly from the home page, simply click the **catalog banner at [www.dethlefsen-balk.us](http://www.dethlefsen-balk.us)**. After logging into your customer account, you can access the order mode of the web shop directly by clicking on a product in the catalog. Using the navigation bar on the left - which you activate and deactivate by clicking on the button at the top left - you can quickly navigate through the individual chapters. Using the arrow keys right and left or the arrow keys on your keyboard, you can scroll through the individual pages and chapters. In the mobile version you can even navigate by scrolling up and down.



On the product pages, you can now either click on the item's picture or on the item number to call up the product as a pop-up and place it in your shopping basket in the desired quantity. So there is no need to switch to the web shop, you can **buy directly from the catalog!**



**BY THE WAY:** pricing appears in the catalog directly after logging into your customer account. If you do not yet have an account for our web shop, simply register via our website or contact our team directly, we will of course help you set it up promptly!





## POSSIBLE DIFFICULTIES

This online catalog function is new to all of us and, depending on your technical equipment, some things may be displayed differently on your device than they are in our instructions. The catalog also works on mobile devices such as mobile/smart phones or tablets and in general we always recommend that you log in directly to your customer account. Here are a few common sources of error and our solutions:

### THE CORRECT & UP TO DATE BROWSERS

The catalog should work particularly well in popular browsers such as Chrome, Edge, Safari or Firefox. We do not recommend Internet Explorer - although it was once the very first standard browser and may still be installed as a standard on many older PCs. Internet Explorer has since been discontinued by the manufacturer, there are also no more updates for it and its use is generally very unsafe. In general, you should always keep your browser up to date - if you do not have automatic updates, an update may help to solve display problems in our catalog.

### POP-UP BLOCKER

The special thing about this catalog is that you don't have to switch to the web shop, but can shop directly in the catalog and continue browsing. However, depending on the settings in your browser, the products may open in a new window. In your browser settings you can allow pop-ups to our website and thus solve the problem.

### IF SOMETHING IS FROZEN

...we recommend that you close the page and reload it. If this does not work, it may help to clear your browser history and especially your cache. You can find this in the bar at the top, e.g. under the heading „History“ or „Timeline“.

### IF A SINGLE IMAGE LINK DOES NOT WORK

...please try clicking on the item number or another item of the same series. In our web shop, the corresponding items of the series are usually displayed directly.

### OTHER PROBLEMS?

Please contact your sales team! We hope that this new catalog will create an even better and easier shopping experience for you and are looking forward to your feedback.

