

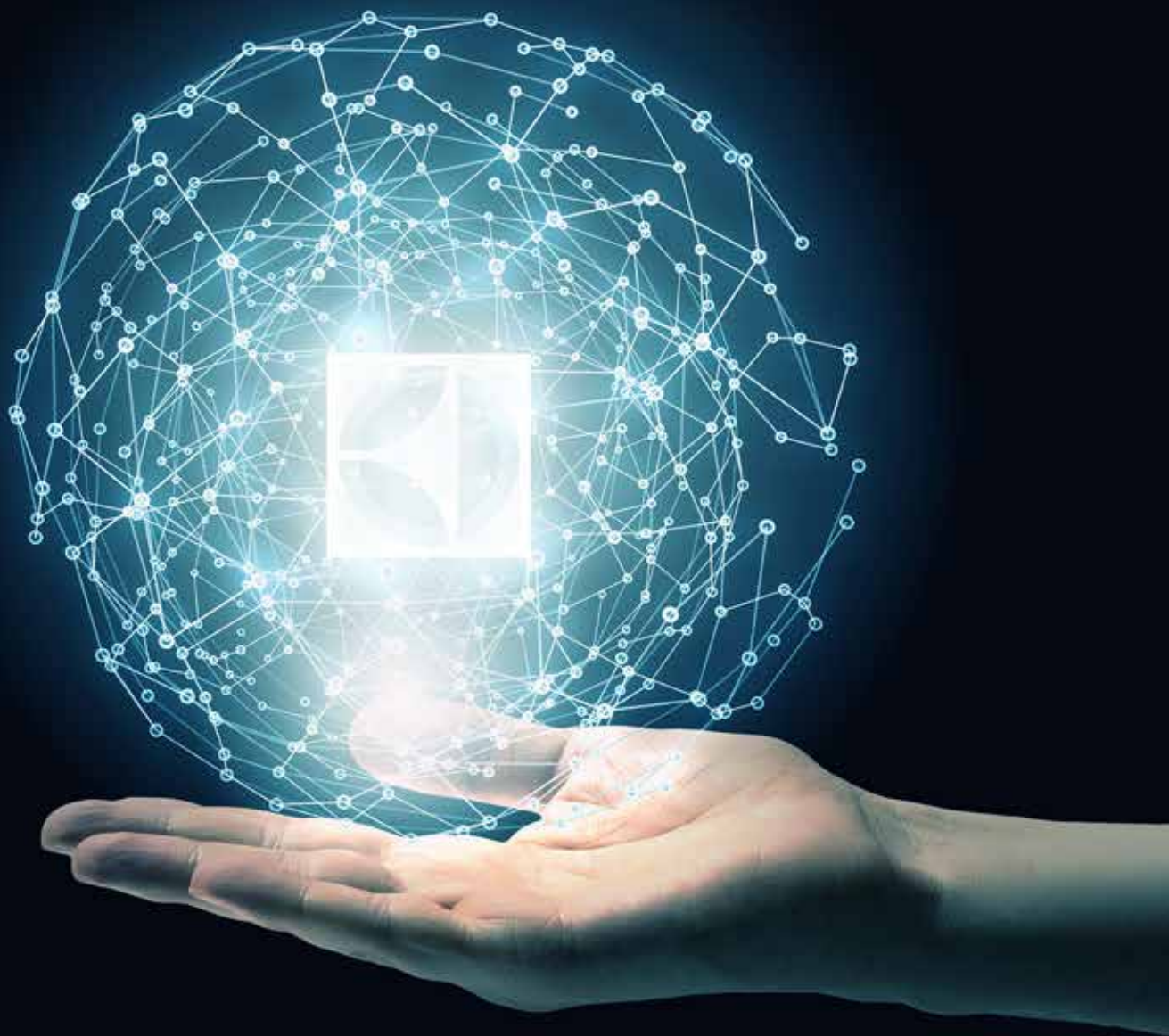


# Essentia

Teamed to serve you.  
Anytime, anywhere

Customer Care





# Essentia, the heart of customer service

Providing you with the support you need, taking care of your processes with a **reliable service network**, a range of tailored-made **exclusive services** and an innovative technology. Essentia is **the heart of superior customer care**, a dedicated service of value that becomes foremost for your competitive advantage.

## Service Network

You can count on more than **2.200 authorized service partners**, always available, always on duty. We stand ready and committed to support you with an **unique service network** that makes **your work-life easier**.

## Original Accessories & Consumables

You can rely on a quick dispatch of original Accessories & Consumables, rigorously tested by Electrolux Professional experts to ensure **durability and performance of your equipment**, together with the **safety** of the users.

## Service Agreements

You can choose from **flexible tailored-made packages**, according to your business needs, offering a variety of maintenance and support services.





# Our service network for your satisfaction

No matter where your business is located. **Electrolux Professional stands ready**, everywhere, along with its reliable technicians, its networked service and its tailored solutions. For a lifetime partnership that suits you. Because with Electrolux Professional, **you never work alone**. We are committed to supporting you with a unique service network that makes **your work-life easier**.

**149**  
Countries  
served

.....  
A widespread service network applying **the same, client-related approach**. Operating in 149 countries all over the world, with Electrolux Professional as a **unique contact point**.

**2.200**  
Authorized  
service partners

.....  
The most **extensive, structured service network** in the world to keep your appliances performing, supporting you in any circumstance.

**10.000**  
Service  
engineers

.....  
Our trustworthy ambassadors, **10.000 service engineers**, taking care of your equipment and providing you with the assistance you need.



## Service Academy

800 product training sessions a year. Numbers that prove the level of competence of our engineers, a highly skilled service network with a **lifelong learning orientation**, up to date with the latest technology of Electrolux Professional equipment.



Service agreements offer	BASE <sup>(1)</sup>	PERFORMANCE	PREMIUM	EXCELLENCE
Call Centre (*)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Yearly preventive maintenance visit	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Extended warranty on parts used for reactive jobs			<input checked="" type="radio"/>	<input checked="" type="radio"/>
Extended warranty on labour and call-out for reactive jobs				<input checked="" type="radio"/>
Yearly staff training (equipment usage and regular maintenance instructions)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Discount on Accessories & Consumables (**)		<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Discounted call-out and labour rates for field service interventions (**)		<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>OPENING HOURS</b>				
8/5	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
16/5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
24/7 (*)		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<b>ONSITE RESPONSE TIME (*) (**)</b>				
Best endeavor Mo-Fr office hours	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Priority call handling		<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
24h		<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
8h		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4h			<input type="radio"/>	<input type="radio"/>
<b>OTHER OPTIONS</b>				
Onsite chefs/ cooks training (*) (**)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wear & tear parts replacement		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Safety inspection (*)			<input type="radio"/>	<input checked="" type="radio"/>
Gas safety and gas exhaust certification (*)			<input type="radio"/>	<input checked="" type="radio"/>
R&M cost analysis			<input type="radio"/>	<input checked="" type="radio"/>
Real time access to the job status (*)			<input type="radio"/>	<input checked="" type="radio"/>

● INCLUDED    ○ OPTION    (\*) subject to local availability    (\*\*) discount level depends on selected program

<sup>(1)</sup> **Key features for Base service package:**

- Included with all Electrolux Professional purchases:
- ▶ Free technical support via telephone and e-mail during office hours
  - ▶ Access to spare parts inventory
  - ▶ Escalation to field service response



# Service agreements you can trust

Electrolux Professional Customer Care offers a number of tailor-made **service agreement packages**, designed according to our product manuals, designed to maintain the performance, availability and safety of your equipment, **maximizing lifetime and profitability**. Undertaking correct maintenance in accordance with Electrolux Professional Service Manuals is essential to avoid any unexpected issues, ensuring your equipment continues to **perform at its optimal level**, ensuring reliable and consistent results.

## Service agreement packages:

### Base

#### Resolve any issues

Included with all registered products, providing technical support during office hours, with access to our **spare parts** and field engineering network.

#### Designed to:

provide help and service support for non-critical issues

### Performance

#### Elevate your standards

A maintenance program designed to **ensure warranty conditions** with consistent and optimum operating performance.

reduce unplanned downtime, maintain warranty conditions and optimal operating performances

### Premium

#### Priority response with included spares

Enhances the Performance Service Agreement with the added advantage of **included spares** costs for reactive field interventions, in conjunction with a **discount** on our original range of Accessories & Consumables, with extended access to the Electrolux Professional field **support network**.

include spares and labour costs for faster reactive field interventions, discount on Accessories & Consumables

### Excellence

#### Fully inclusive support at fixed cost

An **extended warranty**, maintenance and response program to reduce and resolve any unexpected issues. It provides you with a reassurance that your **costs are fixed at an all-inclusive price**, supporting compliance with relevant regulatory requirements, **protecting your staff, customers and your business**.

provide a fully inclusive program of maintenance and services at a fixed price





# Accessories & Consumables your added value

Our original Accessories & Consumables guarantee **the best performance of your appliances**, minimizing downtime of your equipment and boosting profitability. Accessories & Consumables have been rigorously tested by Electrolux Professional experts, to ensure durability, performance and **efficiency of the appliances**, together with the **safety of the users, customers and your business**.

## Original Accessories & Consumables

Leading the way in quality, we provide you with original Accessories & Consumables to **ensure hygienic performance and results**.

## Longevity quality performances

We put emphasis on product performance lifecycle. Our Accessories & Consumables ensure **quality and consistency of the performance**.

## Increase your profitability

By using original Accessories & Consumables, your equipment performance remains at highest quality, **increasing efficiency and profitability**.

## Worldwide fast dispatch

We are not only global solution suppliers but also global solution dispatchers. Our **extensive global stock** of Accessories & Consumables and delivery network ensures speedy delivery to you, wherever you are located.



*Did you know that all Electrolux Professional genuine spare parts are available for 10 years after a product is no longer manufactured?*



# Essentia

## Teamed to serve you. Anytime, anywhere

Electrolux Professional is second to none when it comes to providing first rate service through our global presence and our extensive service network with over 10.000 Service engineers in more than 149 countries.

With our new service product Essentia, we secure standardized and harmonized customer care procedures across the globe.



From the moment of installation to the end of any equipment life time, we stand ready with comprehensive maintenance agreements based on our extensive knowledge, heritage and many years of designing kitchen, laundry and beverage equipment.

Our intention is that our customers should enjoy the greatest experience of owning Electrolux Professional equipment.

To further align with this philosophy, we have developed the widest range of accessories, consumables and detergents, that together with our original parts will provide the highest trust and raise performance to new heights over product life time.

With an Essentia Customer Care relationship, we want to be the reason that our customers chose to come back, time after time for the innovative and beautiful quality products of Electrolux Professional.

Let's Reshape Service - Together!

A stylized, handwritten signature in blue ink, appearing to read 'Magnus Sävenäs'.

**Magnus Sävenäs**  
V.P Customer Care & Quality  
**Electrolux Professional**





Excellence is central to everything we do.  
By anticipating our customers' needs, we strive for  
Excellence with our people, innovations, solutions and services.  
To be the OnE making our customers' work-life easier,  
more profitable - and truly sustainable every day.

Follow us on



[professional.electrolux.com](http://professional.electrolux.com)

## Excellence with the environment in mind

- ▶ All our factories are ISO 14001-certified
- ▶ All our solutions are designed for low consumption of water, energy, detergents and harmful emissions
- ▶ In recent years over 70% of our product features have been updated with the environmental needs of our customers in mind
- ▶ Our technology is ROHS and REACH compliant and over 95% recyclable
- ▶ Our products are 100% quality tested by experts

