

## Service agreements, essential for your business

### Maximized product uptime

Ensure product performance with an approved maintenance program

### Increased profit

Efficient and optimized equipment

### Costs under control

Fixed price support for your business with no unexpected surprises

### Extended product lifetime

Decreased cost of ownership with consistent performance

### Original Accessories & Consumables

Work simply and ensure your equipment lasts longer



Experience the Excellence  
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## Service agreements you can trust

We take care of your equipment,  
so you can take care of your business



## Service agreements you can trust



Electrolux Customer Care offers a number of **tailor-made service agreement packages**, designed according to our product manuals, to maintain the performance, availability and safety of your equipment, **maximizing lifetime and profitability**.

### Service agreement packages:

#### Base

Included at zero cost, with all new products, designed to provide help and service support for non-critical issues

#### Performance

Designed to reduce unplanned downtime, maintain warranty conditions and optimum operating performance

#### Premium

Designed to extend the warranty on spares or labour costs with faster reactive field interventions, and an added discount on Accessories & Consumables

#### Excellence

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

# Service agreements you can trust

	BASE <sup>(1)</sup>	PERFORMANCE	PREMIUM	EXCELLENCE
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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"/>
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 purchases:

- ▶ Free technical support via telephone and e-mail during office hours
- ▶ Access to spare parts inventory
- ▶ Escalation to field service response

## PERFORMANCE

Reduce downtime

### Elevate your standards

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

### Key features:

- ▶ All of the Base Service features, plus:
- ▶ **Priority call handling** to resolve technical issues
- ▶ **Preventive maintenance visit:** maintenance inspection and servicing in accordance with Electrolux product manuals
- ▶ **Condition reports and recommendations** to help you maintain the equipment in optimum condition

## PREMIUM

Priority response with included spares

### Even more for you

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 field support network.

### Key features:

- ▶ All of the Performance Care features, plus:
- ▶ **Included spares for reactive interventions**
- ▶ **Priority response time to site**
- ▶ **Discount on Accessories & Consumables**
- ▶ **Discounted call-out and labour rates for field service interventions**
- ▶ **Yearly staff training** on correct equipment usage and user maintenance instructions

## EXCELLENCE

Fully inclusive support at fixed cost

### Peace of mind assured

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

### Key features:

- ▶ All of the Premium Care features, plus:
- ▶ **Extended original Electrolux warranty** covering parts and labour costs for field service interventions
- ▶ **24/7 support**
- ▶ **Onsite response time within 8 hours**
- ▶ **Safety inspections** to protect both your staff and your customers
- ▶ **Wear & tear parts replacement**
- ▶ **Fixed price annual fee**

