



Service agreements you can trust

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

Electrolux Professional Customer Care



Service agreements you can trust

Electrolux appliances are built to last, and here at Electrolux we support you with solutions and services that ensure your equipment remains as efficient and profitable as the day it was installed.

Electrolux Customer Care offer a number of tailor made service agreement packages, designed in accordance with our product manuals which maintain both performance and availability of your equipment, maximizing lifetime and profitability.

These service agreements ensure that you have the comfort and security of knowing the equipment is in safe hands.

Having an Electrolux Service Agreement also ensures that any necessary maintenance is undertaken on your equipment in accordance with Electrolux recommendations, also supporting compliance with any relevant local regulatory requirements, protecting both your staff, customers and your business.

Undertaking correct maintenance in accordance with Electrolux Service Manuals is essential to avoid any unexpected issues and within the following pages we have provided information on our available support options to ensure your equipment continues to perform at its optimal level,

ensuring reliable and consistent results.

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

We have built in full flexibility into our Service Agreements, where our customers can make their own choices from four core service packages.



Service agreement packages:



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

Base Service Package

Base Care, included with the purchase of our products, **provides you with help to resolve any issues you may encounter, including access to Electrolux global support and warranty services.** Should you have a query, Electrolux Service stand ready to diagnose any issues and return your equipment to full operation. Upon request and at standard cost Electrolux Professional certified Field Service Engineers can also support you with on-site audits, repair and response to any unforeseen disruptions.

Key features

- ▶ Tech support via telephone and E-mail for free during office hours
- ▶ Access to spare parts inventory
- ▶ Escalation to field service response

Premium Service Package

Our next level Service Package, Premium **enhances the Performance Service offer with the added advantage of included spares for reactive field interventions. As an additional benefit then you also receive a discount on our original range of Accessories & Consumables and extended accessibility to the Electrolux field support network.** Premium Service includes the benefits of Performance Service, plus extended out of office hours telephone support and guaranteed response time to site. Suited towards around the clock operations, this service provides access to Electrolux spare parts network around the clock, enhancing availability and productivity.

Key features

- ▶ All of the Performance Care features
- ▶ Spare parts included for reactive field service interventions
- ▶ Priority response time to site
- ▶ Extended opening hours response
- ▶ Discounted call out and labour rates for field service activities
- ▶ Priority call handling

Performance Service Package

Designed to **reduce unplanned downtime, maintain warranty conditions, ensuring optimum operating performance.** Our Performance Service package includes the benefits of Base Service, plus **annual preventive maintenance comprising of inspection and servicing in accordance with Electrolux product manuals.** This, together with prioritized technical and field support, maintains the reliability of your equipment installation at original performance. Our engineers' condition reports will also highlight the current status and also provide our recommendations to maintain the equipment in optimum condition.

Key features

- ▶ All of the Base Service features
- ▶ Preventative Maintenance in accordance with Electrolux product manuals and recommended procedures
- ▶ Condition report
- ▶ Post service recommendations

Excellence Service Package

Excellence Service **includes the benefits of Premium Service offering true piece of mind, should an unexpected issue occur. A key feature of Excellence Service is an extension of Electrolux own warranty which provides parts and labor coverage to support and maintain your equipment at a fixed cost. The package also includes a guaranteed response time to site for field service interventions.** This premium package 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.

Key features

- ▶ All of the Premium Care features
- ▶ Extended Electrolux warranty for parts and labour
- ▶ 24hour/7day telephone support
- ▶ Guaranteed site response times
- ▶ Safety inspections
- ▶ Wear and Tear parts replacement
- ▶ Fixed price annual fee



Service agreements offer	BASE ⁽¹⁾	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"/>
OPENING HOURS				
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"/>
ONSITE RESPONSE TIME (*) (**)				
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"/>
OTHER OPTIONS				
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

⁽¹⁾ 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

For more information
contact your preferred
Electrolux Authorized
Service Partner

