

Service agreements you can trust

	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"/>
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"/>
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 Professional 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 Professional 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 Professional 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 Professional 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**



Service agreements, essential for your business

Maximized product uptime

Ensure product performance with an approved maintenance program

Increased profit

Efficient and optimized equipment

Control your Costs

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
electroluxprofessional.com

Follow us on



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 Professional 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 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