



## Essentia – A service agreement you can trust

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



Shaping the Sustainable Laundry

A close-up photograph of two men in business attire. The man on the left is wearing a dark jacket with a logo that says 'c'olux' and 'F 51018'. The man on the right is wearing a light blue shirt. They are both looking intently at a piece of equipment. The man on the right is holding a red probe of a multimeter, which is connected to the equipment. The man on the left is holding the multimeter's handle. The background is a bright, out-of-focus window.

# Essentia is a service that is there for you – when you need it the most

“With Essentia, we feel confident that the equipment we have in our laundries, have a high level of reliability and this is expected throughout their service life. Otherwise, we would have had to train our staff or alternatively buy in from different stakeholders.”

Bengt Larsson, Property Manager, Ljungbybostäder AB

# Keeping your world spinning with a service agreement



Electrolux Professional Customer Care offers a number of **tailored service agreement packages**, designed to ensure that the **performance and efficiency** of your equipment is maintained at top level, **maximising service life and profitability**.

When you take care of your equipment through **regular preventive maintenance**, you can safely avoid major repairs and downtime.

**Minimizing the number of interruptions** or emergency service calls will **save** you both **time and money**, especially in the long run. Electrolux Professional offers tailored service contract packages, all designed to ensure that the performance, availability and safety of your equipment is maintained and maximized.



In practice, this means that our service and authorized partners technicians make regular visits to ensure that the equipment works as it should.

# Service Agreement Package

# Excellence

Excellence is a **full-service agreement** 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\*\***.

**Excellence:** The best way to maximize your investment. This service agreement can only be signed at purchasing of new equipment.

## Included in Excellence

- ▶ Preventive maintenance and recommendations in accordance with Electrolux Professional service manuals
- ▶ Replacement of wearing parts as required, such as filters and hoses
- ▶ Replacement of spare parts when necessary
- ▶ Field Service Escalation and prioritized response time
- ▶ Feedback on possible operating errors
- ▶ Machine status assessment in accordance with a checklist to identify the need for possible repairs
- ▶ Guaranteed environmental optimization - for example, review of water-saving measures
- ▶ Inventory register
- ▶ Possibility of extension after the end of the contract period
- ▶ Installment payments
- ▶ Possibility of including EPR detergents to the contract (optional\*\*\*)

\* Exclusions may occur.  
More details to be found in the contractual conditions.

\*\* The service doesn't cover for damage due to improper handling.

\*\*\* Not included by default, to be quoted separately.



**If you want total control of your business**

Choose Excellence for a fully inclusive support at fixed cost

# Service Agreement Package Premium

Premium is a **fixed-fee service agreement\*** that ensures that your machine is **always in top condition**. With Premium, we take care of all the regular maintenance and ensure that the machine **works flawlessly** throughout the contract period, reducing downtime risks while keeping control of the costs. Just make sure to run your machine according to the Electrolux Professional service manual\*\*.

**Premium:** The best way to secure your machine maintenance. This service agreement can only be signed at purchasing of new equipment.

## Included in Premium

- ▶ Preventive maintenance and recommendations in accordance with Electrolux Professional service manuals
- ▶ Replacement of wearing parts as required, such as filters and hoses
- ▶ Field Service Escalation and prioritized response time
- ▶ Feedback on possible operating errors
- ▶ Machine status assessment in accordance with a checklist to identify the need for possible repairs
- ▶ Guaranteed environmental optimization  
- for example, review of water-saving measures
- ▶ Fixed-fee during the contract duration

\* Exclusions may occur.  
More details to be found in the contractual conditions.

\*\* The service doesn't cover for damage due to improper handling.



Do you want to  
upgrade your peace  
of mind when the  
contract period is over?

You can easily switch from Premium to **Excellence** and embrace all the benefits from a full service.

## Service Agreement Package

# Performance

Performance is a maintenance agreement that can be signed at any time. Used to **reduce the risk of downtime**, ensuring warranty terms with **consistent** and **optimum operating performance**.

**Performance** is a service agreement that raises your standard and can be purchased at any time during the life of the machine.

## Included in Performance

- ▶ Preventive maintenance and recommendations in accordance with Electrolux Professional service manuals
- ▶ Field Service Escalation
- ▶ Identified needs for repairs
- ▶ Machine status assessment
- ▶ Feedback on possible handling errors



Rest on original **performance**, and rely on our **preventive maintenance visits** in accordance with the Electrolux Professional service manual

**Our Certified Service Technicians** will also provide recommendations on actions and tips on handling to maintain the equipment in top condition.

# Experience Uninterrupted Operations with Essentia

When it comes to repairs and maintenance, quality matters. Electrolux Professional service agreements guarantee the use of **genuine parts** and the **expertise** of highly trained technicians. This ensures that your equipment continues to perform as intended and reduces the risk of future issues caused by subpar components or unqualified service providers.



1. With the Essentia agreement, you can subscribe to professional service throughout the product's life cycle
2. Preventive service where we check your equipment for optimal function
3. Preventive measures reduce the risk of emergency downtime
4. We always use original Electrolux professional parts for repairs and maintenance
5. Service agreements secure your investment in the long term
6. We manage the equipment so that you can focus on your core business
7. With planned service missions, it is ensured that we can provide the right spare parts quickly and efficiently
8. We keep track of the planning of service and maintenance and together we plan for the optimal time for service
9. At the time of service, possible improvements in daily maintenance and a status evaluation of the equipment are identified

**Discover the benefits of Essentia and let us take care of your equipment  
- so you can take care of your business.**



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



[www.electroluxprofessional.com](http://www.electroluxprofessional.com)

## Excellence with the environment in mind

- ▶ The majority of Electrolux Professional Group factories are third-party certified according to ISO (International Organization for Standardization) standards ISO 9001 and ISO 14001, with some sites also certified ISO 5001 and ISO 45001.\*
- ▶ We are focused on developing innovative and sustainable solutions designed for low water, energy and detergent consumptions and reduced emissions.
- ▶ Our products are tailored to human comfort based on ergonomic principles and according to the user's natural workflow, achieving maximum efficiency with minimum effort. We also perform third-party ergonomic certifications on certain products (ERGOCERT).
- ▶ The selection of materials and technologies for our products complies with REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) and RoHS directives (Restriction of Hazardous Substances 2011/65/EU) for the protection of human health and the environment



\*for more details, refer to annual Sustainability Report at: [electroluxprofessionalgroup.com](http://electroluxprofessionalgroup.com)