

Electrolux Professional
Customer Care



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 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 offers 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. 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
- Warranty coverage of 1 year labor and 2 years parts for manufacturer defects

Performance Service Package

Designed to **reduce unplanned downtime, maintain warranty conditions, and ensure 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 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

Premium Service Package

Our next level Service Package, Premium, **enhances the Performance Service offer by extending the labor warranty coverage to 2 years.**

As an additional benefit you also receive a discount of 25% on preventative maintenance parts. Premium Service includes the benefits of Performance Service, plus extended out of office hours telephone support and next day air parts shipments on warranty parts. 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
- Priority call handling

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 the Electrolux warranty which provides parts and labor coverage to support and maintain your equipment at a fixed cost for parts and labor for a third year. 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 labor
- 24 hour/7 day telephone support
- Guaranteed site response times
- Wear and tear parts replacement
- Fixed price annual fee
- Next day air parts shipments

Service agreements offer	BASE	PERFORMANCE	PREMIUM	EXCELLENCE
MAIN OPTIONS				
Standard Warranty (2 years parts, 1 year labor)	●	●	●	●
Annual Preventative Maintenance Visit (exc. parts)	-	●	●	●
3rd Year Parts Warranty	-	-	-	●
2nd Year Labor Warranty	-	-	●	●
Annual Preventative Maintenance Visit (inc. parts)	-	○	○	○
3rd Year Labor Warranty	-	-	-	●
ONSITE RESPONSE TIME				
Best Endeavor Site Attendance 8AM-5PM Mon-Fri	●	●	●	●
Priority Support Assistance	-	●	●	●
24 hr Response to Site	-	-	○	●
12 hr Response to Site	-	-	○	○
ONSITE SUPPORT AVAILABILITY				
Technical Support Assistance	●	●	●	●
8AM-5PM Mon-Fri Site Attendance	●	●	●	●
24/7 Site Attendance	-	-	○	●
OTHER OPTIONS				
Onsite Annual Chefs Training ²	-	-	○	○
Standard Ground Shipment	●	●	●	●
Next Day Air Shipment (*)	-	-	●	●

- NOT INCLUDED ● INCLUDED ○ OPTION

(*) Subject to local availability

⁽¹⁾ Limited to wear and tear consumable parts as defined in Preventative Maintenance Kits.

⁽²⁾ Four hours onsite culinary training by an Electrolux Professional Chef

For more information
contact your preferred
Electrolux Authorized Service Partner

