

Electrolux Professional
Customer Care



Essentia

Teamed to serve you.
Anytime, anywhere



Essentia, the heart of customer service

Providing you with the support you need, taking care of your processes with a **reliable service network**, a range of tailored-made **exclusive services** and an innovative technology. Essentia is **the heart of superior customer care**, a dedicated service of value that becomes foremost for your competitive advantage.

SERVICE NETWORK

You can count on more than **2,200 authorized service partners**, always available, always on duty. We stand ready and committed to support you with an **unique service network** that makes **your work-life easier**.

ORIGINAL ACCESSORIES & CONSUMABLES

You can rely on a quick dispatch of original Accessories & Consumables, rigorously tested by Electrolux Professional experts to ensure **durability and performance of your equipment**, together with the **safety** of the users.



SERVICE AGREEMENTS

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



Our service network for your satisfaction

No matter where your business is located, **Electrolux stands ready**, everywhere, along with its reliable technicians, its networked service and its tailored solutions for a lifetime partnership that suits you. Because with Electrolux, **you never work alone**. We are committed to supporting you with a **unique service network** that makes **your work-life easier**.

149 Countries served

A widespread service network applying **the same, client-related approach** operating in 149 countries all over the world, with Electrolux as a **unique contact point**.

2,200 Authorized service partners

The most **extensive, structured service network** in the world to keep your appliances performing while supporting you in any circumstance.

10,000 Service engineers

Our trustworthy ambassadors, **10,000 service engineers**, take care of your equipment and provide you with the assistance you need.



Service Academy

800 product training sessions a year. Numbers that prove the level of competence of our engineers, a highly skilled service network with a **lifelong learning orientation**, up to date with the latest technology of Electrolux equipment.



Service agreements offer

	BASE	PERFORMANCE	PREMIUM	EXCELLENCE
MAIN OPTIONS				
Standard Warranty (2yr parts, 1yr labor)	●	●	●	●
Annual Preventative Maintenance Visit (exc parts)	-	●	●	●
3rd Year Parts Warranty	-	-	-	●
2nd Year Labor Warranty	-	-	●	●
Annual Preventative Maintenance Visit (inc parts ¹)	-	○	○	○
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*	-	-	●	●
12 hr Response to Site	-	-	○	○
OTHER OPTIONS				
Onsite Annual Chefs Training ²	-	-	○	○

- 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 Electrolux Professional Chef

Service agreements you can trust



Electrolux Customer Care offers a number of tailor-made **service agreement packages**, designed according to our product manuals, designed to maintain the performance, availability and safety of your equipment, **maximizing lifetime and profitability**. Undertaking correct maintenance in accordance with Electrolux Service Manuals is essential to avoid any unexpected issues, ensuring your equipment continues to **perform at its optimal level**, ensuring reliable and consistent results.

Service agreement packages:

Base

Resolve any issues

Included with all registered products, providing technical support during office hours, with access to our **spare parts** and field engineering network.

Designed to:

- : **provide** help and service
- : support for non-critical issues

Performance

Elevate your standards

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

- : **reduce** unplanned downtime,
- : maintain warranty conditions
- : and optimal operating
- : performances

Premium

Priority response with included labor

Enhances the Performance Service Agreement with the added advantage of **included labor** costs for reactive field interventions, in conjunction with a **25% discount** on preventative maintenance parts. Premium plans also enjoy expedited next day air shipping.

- : **include** spares and labor
- : costs for faster reactive field
- : interventions, discount on
- : Accessories & Consumables

Excellence

Fully inclusive support at a fixed cost

An **extended warranty**, maintenance 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**.

- : **provide** a fully inclusive program
- : of maintenance and services
- : at a fixed price



Accessories & Consumables your added value

Our original Accessories & Consumables guarantee **the best performance of your appliances**, minimizing downtime of your equipment and boosting profitability. Accessories & Consumables have been rigorously tested by Electrolux Professional experts, to ensure durability, performance and **efficiency of the appliances**, together with the **safety of the users, customers and your business**.

Original Accessories & Consumables

Leading the way in quality, we provide you with original Accessories & Consumables to **ensure hygienic performance and results**.

Longevity quality performances

We put emphasis on product performance lifecycle. Our Accessories & Consumables ensure **quality and consistency of the performance**.

Increase your profitability

By using original Accessories & Consumables, your equipment performance remains at highest quality, **increasing efficiency and profitability**.

Worldwide fast dispatch

We are not only global solution suppliers but also global solution dispatchers. Our **extensive global stock** of Accessories & Consumables and delivery network ensures speedy delivery to you, wherever you are located.



Did you know that all Electrolux genuine spare parts are available for 10 years after a product is no longer manufactured?

Essentia





Excellence with particular attention to the environment

- ▶ All Electrolux Professional plants are ISO 14001 certified.
- ▶ All Electrolux Professional solutions are designed to consume the minimum in terms of water, energy and detergents, with low emissions into the environment.
- ▶ In recent years more than 70% of Electrolux Professional solutions have been renewed and designed keeping in mind the customer's needs, and with particular attention to the environment.
- ▶ All Electrolux Professional solutions comply with ROHS and REACH and are over 95% recyclable.
- ▶ All Electrolux Professional solutions are 100% quality tested and all the functions are individually checked by expert technicians.

