

Service agreements you can trust

PERFORMANCE
Reduce downtime

PREMIUM
Priority response with included spares

EXCELLENCE
Fully inclusive support at fixed cost

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)	-	○	○	○
3rd Year Labor Warranty	-	-	-	●
ONSITE RESPONSE TIME*				
Best Endeavour Site Attendance 8AM-5PM Mon-Fri	●	●	●	●
Priority Support Assistance	-	●	●	●
24 hr Response to Site	-	-	○	●
12 hr Response to Site	-	-	○	○
SERVICING HOURS				
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*	-	-	●	●

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 product manuals
- ▶ Condition reports and recommendations to help you maintain the equipment in optimum condition

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 preventive maintenance parts kits and extended access to the Electrolux field **support network**.

Key features:

- ▶ All of the Performance Care features, plus:
- ▶ Priority response time to site
- ▶ Preventative maintenance parts kits offered at 25% discount
- ▶ Second year labor warranty
- ▶ Next day air part shipment for warranty parts
- ▶ Optional in house chef training

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 warranty covering parts and labor costs for field service interventions for 3 years
- ▶ 24/7 support
- ▶ Onsite response time within 12 hours
- ▶ Safety inspections to protect both your staff and your customers
- ▶ Wear & tear parts replacement
- ▶ Fixed price annual fee

(*) 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

- NOT INCLUDED

● INCLUDED

○ OPTION



Service agreements, essential for your business

Maximized product uptime

Ensure product performance
with an approved maintenance program

Increased profit

Efficient and optimized equipment

Costs under control

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



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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 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 at zero cost, 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
preventative maintenance parts kits

Excellence

Designed to provide a fully inclusive
program of maintenance and services
at a fixed price