



# Service agreements you can trust

We take care of your equipment,  
so you can take care of your business  
from less than £5 per week



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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 offer 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.**

Undertaking correct maintenance in accordance with Electrolux Service Manuals is essential to avoid any unexpected issues, 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 three core service packages.



## Service agreement packages:

From less than £5 per week you can choose from **flexible tailor made packages**, according to your business needs, offering a variety of maintenance and support services.



### Performance Service Package

Designed to **reduce unplanned downtime, maintain warranty conditions, ensuring optimum operating performance. Our Performance Service package includes the benefits of 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 Electrolux engineers' condition reports will also highlight the current status and also provide our recommendations to maintain the equipment in optimum condition.

#### Key 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 with the added advantage of included spares for reactive field interventions. As an additional benefit then you also receive a discount on our original range of Accessories & Consumables and extended accessibility to the Electrolux field support network.** Premium Service includes the benefits of Performance Service, guaranteed response time to site. 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 discounted for reactive field service interventions
- Priority response time to site
- All call out and labour rates for field service activities
- 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 Electrolux own warranty which provides parts and labour coverage to support and maintain your equipment at a fixed cost. 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 labour
- 24hour/7day telephone support
- Guaranteed site response times
- Safety inspections
- Wear and Tear parts replacement
- Fixed price annual fee



## Service agreements offer

	BASE	PERFORMANCE	PREMIUM	EXCELLENCE
Call Centre (*)	●	●	●	●
Technical support telephone assistance	-	●	●	●
Yearly preventive maintenance visit	-	●	●	●
Discount on Accessories & Consumables (**)	-	●	●	●
All labour included (**)	●	-	●	●
All parts included (**)	●	-	-	●
Yearly staff training (equipment usage and regular maintenance instructions)	-	○	○	●
Any machine, any manufacturer (***)	-	○	○	○
Nationwide coverage	-	●	●	●
Electrolux certified engineers	-	●	●	●
Flexible payment plans available	-	●	●	●
Visit notification prior to visit on request	-	●	●	●
<b>CALL CENTRE ACCESSIBILITY</b>				
10/5	●	●	●	●
16/5	-	○	○	●
24/7 (*)	-	○	○	●
<b>ONSITE RESPONSE TIME (*) (only one option)</b>				
Best endeavour Mon-Fri office hours - 8/6	●	●	●	●
Priority service	-	○	●	●
48 / 5	-	○	●	●
24 / 5	-	○	○	●
8 / 5 (*)	-	-	○	○
<b>OTHER OPTIONS</b>				
Gas safety and gas exhaust certification (*)	-	○	●	●
Wear & tear parts replacement	-	-	○	●
Onsite training with Specialist (*)	-	-	○	○
Repair & maintenance cost analysis	-	-	○	○

(\*) subject to local availability

(\*\*) discount level depends on selected program

(\*\*\*) Discount available on parts

- NOT INCLUDED

● INCLUDED

○ OPTION

For more information  
contact your preferred  
Electrolux Authorized Service Partner

