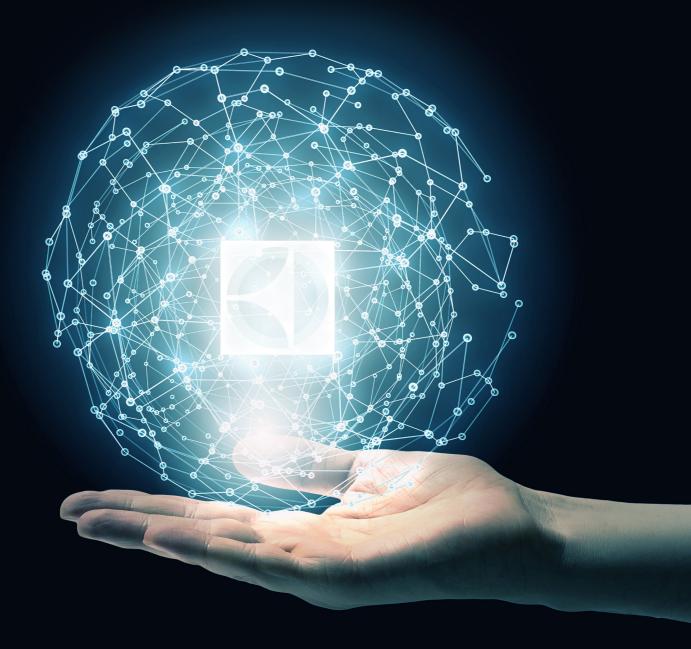


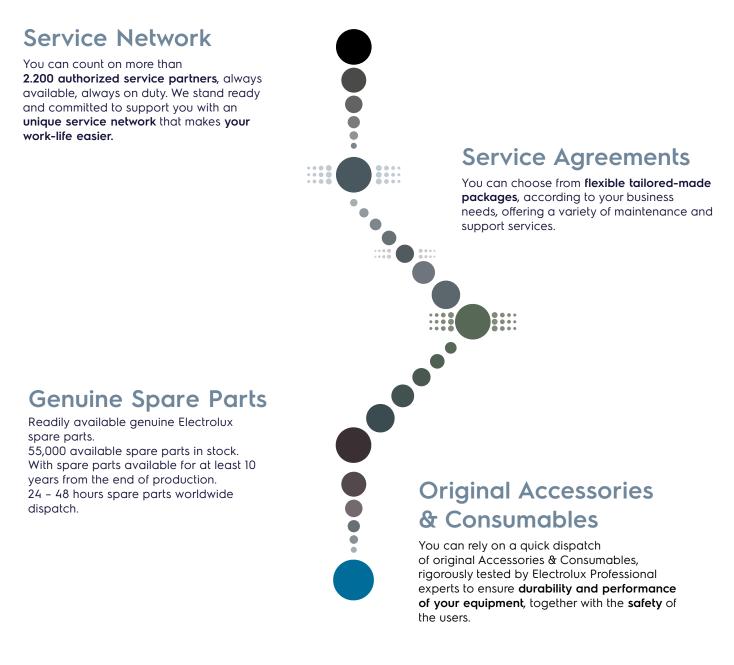
# Essentia

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 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:

#### **Resolve any issues**

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

#### Performance

#### Elevate your standards

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

(Planned Preventative Maintenance only).

#### Premium

**Priority response.** Enhances the Performance Service Agreement. includes labour costs for faster reactive field interventions,

#### Excellence

#### Fully inclusive support at 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

#### provide help and service support for non-critical issues

**Designed to:** 

reduce unplanned downtime, maintain warranty conditions and optimal operating performances

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Service agreements offer	BASE	PERFORMANCE	PREMIUM	EXCELLENCE
Call Centre (*)	٠	•	•	•
Technical support telephone assistance	-	•	•	•
Yearly preventive maintenance visit	-	•	•	•
Discount on Accessories & Consumables (**)	-	•	•	•
All labour included (**)	•	-	•	٠
All parts included (**)	•	-	-	٠
Yearly staff training (equipment usage and regular maintenance instructions)	-	0	0	•
Any machine, any manufacturer (***)	-	0	0	0
Nationwide coverage	-	•	•	٠
Electrolux certified engineers	-	•	•	•
Flexible payment plans available	-	•	•	٠
Visit notification prior to visit on request	-	•	•	•
CALL CENTRE ACCESSIBILITY				
10/5	٠	•	•	٠
16/5	-	0	0	•
24/7 (*)	-	0	0	•
ONSITE RESPONSE TIME (*) (only one option)				
Best endeavour Mon-Fri office hours - 8/6	•	•	•	•
Priority service	-	0	•	٠
48 / 5	-	0	•	٠
24 / 5	-	0	0	•
8 / 5 (*)	-	-	0	0
OTHER OPTIONS				
Gas safety and gas exhaust certification (*)	-	0	•	٠
Wear & tear parts replacement	-	-	0	٠
Onsite training with Specialist (*)	-	-	0	0
Repair & maintenance cost analysis	-	-	0	0

(*) subject to local availability	-	NOT INCLUDED
(**) discount level depends on selected program	٠	INCLUDED
(***) Discount available on parts	0	OPTION



# Our service network for your satisfaction

No matter where your business is located. **Electrolux stands read**y, 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, supporting you in any circumstance.

# **10.000** Service engineers

Our trustworthy ambassadors, **10.000 service engineers**, taking care of your equipment and providing 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.





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# Excellence with the environment in mind

- ► All our factories are ISO 14001-certified
- All our solutions are designed for low consumption of water, energy, detergents and harmful emissions
- In recent years over 70% of our product features have been updated with the environmental needs of our customers in mind
- Our technology is ROHS and REACH compliant and over 95% recyclable



