



Essentia

Teamed to serve you.
Anytime, anywhere

Electrolux Professional Customer Care



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**.

Genuine Spare Parts

Readily available genuine Electrolux spare parts.
55,000 available spare parts in stock.
With spare parts available for at least 10 years from the end of production.
24 - 48 hours spare parts worldwide dispatch.

Service Agreements

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

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 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

(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



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	-	●	●	●
CALL CENTRE ACCESSIBILITY				
10/5	●	●	●	●
16/5	-	○	○	●
24/7 (*)	-	○	○	●
ONSITE RESPONSE TIME (*) (only one option)				
Best endeavour Mon-Fri office hours - 8/6	●	●	●	●
Priority service	-	○	●	●
48 / 5	-	○	●	●
24 / 5	-	○	○	●
8 / 5 (*)	-	-	○	○
OTHER OPTIONS				
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

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

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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

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

10.000 Service engineers

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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





Experience the Excellence
professional.electrolux.com

Follow us on



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
- ▶ Our products are 100% quality tested by experts

