

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**.

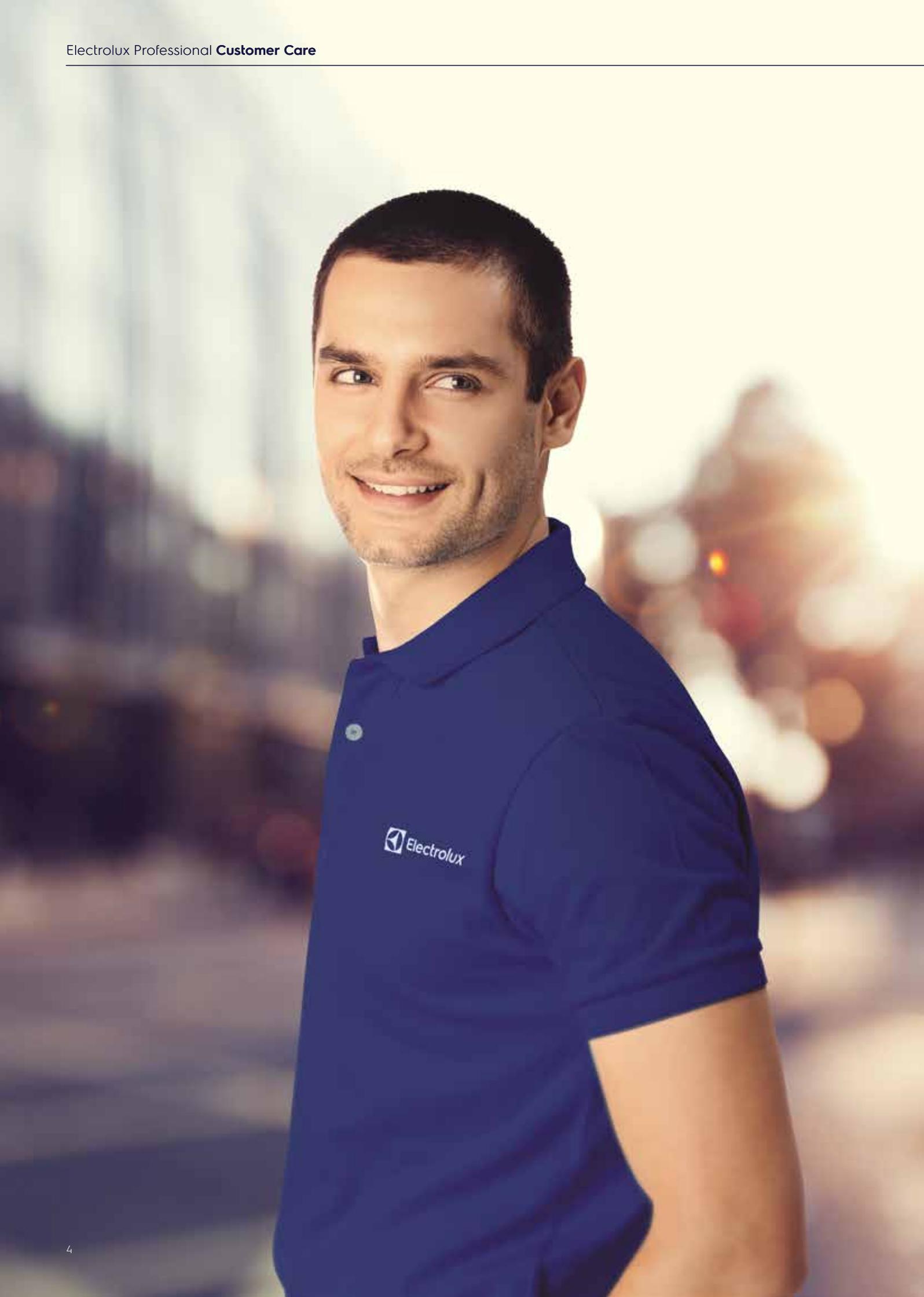
ORIGINAL ACCESSORIES & CONSUMABLES

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 Professional 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 Professional, **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 Professional 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 Professional 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 Professional 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 Professional 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

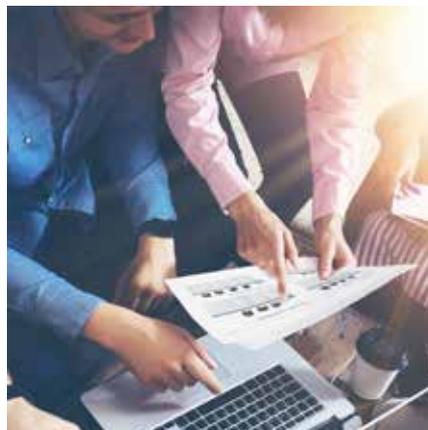
We put emphasis on product performance lifecycle. Our Accessories & Consumables ensure **quality and consistency of the performance**.

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 Professional genuine spare parts are available for 10 years after a product is no longer manufactured?

Essentia



Teamed to serve you. Anytime, anywhere

Electrolux Professional is second to none when it comes to providing first rate service through our global presence and our extensive service network with over 10,000 service engineers in more than 149 countries.

With our new service product, Essentia, we secure standardized and harmonized customer care procedures across the globe.



From the moment of installation to the end of any equipment lifetime, we stand ready with comprehensive maintenance agreements based on our extensive knowledge, heritage and many years of designing kitchen, laundry and beverage equipment.

Our intention is that our customers should enjoy the greatest experience of owning Electrolux Professional equipment. To further align with this philosophy, we have developed the widest range of accessories, consumables and detergents, that together with our original parts will provide the highest trust and raise performance to new heights over product lifetime.

With an Essentia Customer Care relationship, we want to be the reason that our customers choose to come back, time after time for the innovative and beautiful quality products of Electrolux Professional.

Let's reshape service - together!

A handwritten signature in blue ink, appearing to read 'Magnus Sävenäs', written in a cursive style.

Magnus Sävenäs

V.P Customer Care & Quality

Electrolux Professional



Experience the Excellence
www.electroluxprofessional.com

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.

