



Essentia

Electrolux Professional
Customer Care

Reduced
rates with
this leaflet

We care about you and your business

Customer Service. Anytime. Anywhere.

Service agreements
you can trust from
less than £5 per week



Electrolux

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.

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 CONTRACTS

- Prices starting from £5 per week
- All inclusive contract
- Annual Planned Preventative Maintenance (PPM) included
- Fixed cost
- Discounts on spares and accessories
- Technical support available

ACCESSORIES

- Reduced rates on accessories available with this leaflet
- Ensure the best working practice for your laundry
- 'The right tools for the job'
- Accessories available include: garment racks, bulk transport racks, ironing tables and trolleys.

CONSUMABLES

- Reduced rates on consumables available with this leaflet
- Increase the life span of your machines
- Consumables available include: descaler, superclean, water soluble bags, washing bags for delicate items, dryer balls and soft care sheets



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

Accessories & Consumables for 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**.



Electrolux Professional, Addington Way, Luton, LU4 9QQ

Call us now for more info: 08444 631 261

Web: www.electrolux.co.uk/professional

Email: epr.info@electrolux.co.uk



Electrolux



Follow us on YouTube
Electrolux Pro UK



Follow us on Facebook
Electrolux Professional UK



Follow us on Twitter
@ElectroluxProUK



Follow us on LinkedIn
Electrolux Professional UK