

# Professional Service and Maintenance Programs

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- Lower your operating costs.
- Increase equipment reliability.
- Improve your business results.



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## PROFESSIONAL SERVICE AND MAINTENANCE PROGRAMS

# Trusted Support and Protection

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## Husmann Refrigeration and HVAC Service and Maintenance

A service agreement with Husmann is the most effective way of ensuring your equipment is properly serviced. A well-designed program will improve your equipment's efficiency and prolong its life.



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## Expertise and Flexibility

### Technician excellence

We understand one key to great service is well-trained, experienced technicians who are dedicated to meeting your needs. That's why we provide our extensive Hussmann technician training programs, so they will have the knowledge and tools they need to help ensure your satisfaction.

Hussmann's service experience includes:

- Certified technicians
- Factory training
- Wireless, real-time field communications
- Electronic inventory of assets
- Online access to service history/data



### A program to fit your needs

Hussmann offers multiple levels of Service Agreements that can be customized to address many of your key business concerns, including:

- Equipment reliability
- Refrigerant compliance
- Risk of unexpected service costs
- Risk of food or business loss
- Simplified invoicing
- Overall service and maintenance expense
- Quality and timeliness of repairs
- Energy and life cycle costs
- Refrigerant tracking and reporting

With a Hussmann Service Program, you can more effectively control each of these areas, so you can lower costs, increase reliability, and improve business results.



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## PROFESSIONAL SERVICE AND MAINTENANCE PROGRAMS

# Options to fit your needs

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### **RATE AGREEMENT:**

#### **AGREEMENT DETAILS:**

The Rate Agreement is for demand-based repairs on refrigeration and HVAC systems at all locations specified in the contract. It includes:

- OEM recommended repair requirements
- Program customized for your scope

#### **BENEFITS OF A RATE AGREEMENT:**

- Repair on demand
- Trusted provider with Hussmann expertise

### **SCHEDULED AGREEMENT:**

#### **AGREEMENT DETAILS:**

The Scheduled Agreement is maintenance for refrigeration and HVAC systems at all locations specified in the contract. It includes:

- OEM recommended maintenance and repair requirements
- Dedicated account management
- Periodic, consolidated invoices
- Program customized for your scope

#### **BENEFITS OF A SCHEDULED AGREEMENT:**

- Multiple locations covered
- Simplified invoicing
- Trusted provider with Hussmann expertise

### **SELECT AGREEMENT:**

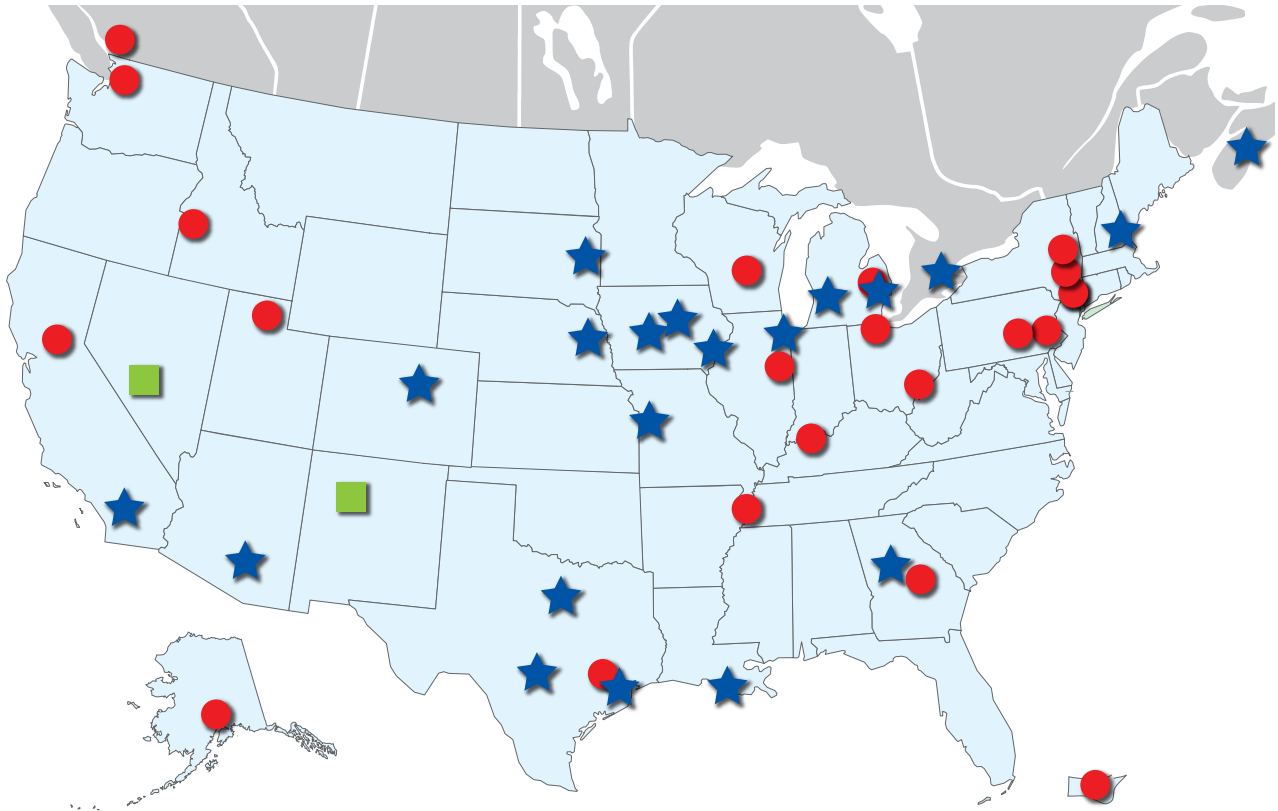
#### **AGREEMENT DETAILS:**

The Select Agreement offers a range of services, including:

- Single annual price for refrigeration and HVAC maintenance; multiple stores
- A single periodic invoice
- Early detection features
- All refrigeration and HVAC maintenance
- Program customized for your needs

#### **BENEFITS OF A HUSSMANN SELECT AGREEMENT:**

- Minimal budget volatility
  - Simplified invoicing
  - Reduced costs with better reliability
  - Increase uptime with early prevention
  - Trusted provider with Hussmann expertise
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★ Hussmann Branches

■ Hussmann Satellite Locations

● Distributors/Service Providers

**FOR SERVICE AND OTHER INQUIRIES IN THE US AND CANADA:  
1-800-592-2060 toll-free 24/7**

**Our Programs are designed with your needs in mind. Our programs are flexible, competitive, and can be tailored to fit your needs.**

Enabling excellence in food retailing.

**HUSSMANN**<sup>®</sup>

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## PROFESSIONAL SERVICE AND MAINTENANCE PROGRAMS

# All programs come with key services

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Please ask about any additional services you may require.

### **24/7-365 Hussmann Contact Center**

- Hussmann-owned customer contact center located in Bridgeton, MO focused on customer excellence and service delivery
- Disaster management and redundant systems
- Call, email, fax, and web-service capabilities
- Deep knowledge base in HVAC-R customers

### **Service Account Management**

- World-class field service management systems
- Coupled with best-in-class area service managers throughout the country
- Refrigerant tracking and reporting

### **Aftermarket Parts Availability**

- Fast, convenient parts available from Hussmann
- Call 1-855-HUSSPRT (1-855-487-7778)

### **Peace of Mind**

We want you to be completely satisfied with our refrigeration equipment and service level. Our Service Programs give you the assurance that you have the on-going support and protection you need. Include our industry expertise and the additional equipment and services we provide, and you get the peace of mind you expect from an industry leader like Hussmann.

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You can reach our contact center at **1-800-592-2060** twenty four hours a day, 365 days a year to schedule service on any refrigeration product.

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### **Rates Tailored to Your Needs**

Multiple factors will be evaluated in order to determine final plan pricing. A few key factors include services required, equipment age and condition, and maintenance history.

### **Installation Capabilities**

- Hussmann Expertise
- We can service and maintain what we install to maximize ongoing performance
- Project management of multiple sites
  - Identification and management of milestones
  - Comprehensive start-up process management
  - Installation scheduling and coordination with multiple trades
  - Sub-contracting trades where needed
  - Turnkey solutions
- Installation training programs for Hussmann installers

### **Additional Services and Equipment**

At most Hussmann Branch locations, we can provide a variety of additional services to optimize your store operations, including:

- Pre-Planning Assistance
- Equipment Sales
- Application Engineering
- Project Management
- Energy Commissioning/Audits
- LED Lighting Upgrades
- Multi-Deck Door Upgrades
- Refrigerant Conversions
- Aftermarket Parts

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**HUSSMANN®**

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