

HOBART SERVICE EXTENDED WARRANTY



Extended Warranty Benefits:

- ✓ Faster diagnosis and repair to limit downtime
- ✓ Unlimited service calls; reduce variability in maintenance costs
- ✓ Scheduling preference over standard Time & Material Calls
- ✓ OEM procedures followed for safe, compliant work

HOBART CARE	
	Standard
Labor & Travel	✓
Parts & Freight Included**	✓
8am-5pm Weekday	✓
24/7 Coverage	N/A
24/7 Emergency Coverage	Optional
Emergency Response Time	1 Business Day
Standard Response Time	3 Business Days
Unlimited Quantity of Annual Calls	✓
Emergency Expedited Parts	N/A
Maintenance Inspections	N/A
Proactive Maintenance	N/A
Expendable Parts Coverage	N/A
Coverage for Water Quality Damage	N/A

✓ = Included N/A = Not Available
 **Exclusions Apply



- Our technicians complete 100,000 man-hours of live, factory training annually – the most comprehensive training in the food equipment industry
- All technicians are equipped with the proper tools to perform service repairs
 - Arc flash protection program in place, including PPE
 - OSHA compliant protocols in place to avoid safety hazards
 - OSHA 10-hour compliant safety trained

 **1,500+** TECHNICIANS ACROSS THE U.S.



- We have the largest parts inventory in the food equipment industry
 - Including our online store, 125 branch locations, and our parts distribution center
- Each technician drives a fully-stocked van with critical parts
- We use an integrated ERP system for quick and accurate fulfillment
- We offer same day shipping on in stock parts ordered by 8pm Eastern time

 **40,000+** SKUs representing all the ITW Food Equipment Group brands



INSTALLATION BENEFITS

Included:

- New equipment must match location's current specifications: electrical, gas lines, plumbing/drains, and venting
- Installations completed during normal business hours: Monday-Friday 8:00am-5:00pm
- Receipt of equipment at local installer's office and delivery to customer's facility
- Uncrating and set-in place in existing location on the ground level
- Final hook-ups (within 5 feet) to existing utilities
- Validation equipment is working properly upon completion of installation

Not Included (unless quoted separately):

- Removal and disposal of existing equipment
- Any utility or mechanical upgrades, stainless steel modifications or upgrades, or floor, wall, or ceiling/roof modifications
- New shut off valves, pressure regulators, gas hoses, other misc. parts
- Permits or tax, if applicable
- Refrigerant recovery fees, if applicable
- More than one trip to the location
- Union or prevailing wage labor
- Venting, stainless-steel fabrication/modification, or utility upgrades are not included
- Hallway or doorway modifications are not included
- Other existing kitchen equipment that must be moved (and re-installed) in order to set new unit in place
- Extended travel beyond 100-mile radius of installing office.

