


 **THERMO KING**

# ThermoKare

## Dealer Service Solutions



Warranty support up to 3 years  
Minimise unexpected costs  
Optimise equipment performance

 **Ingersoll Rand**

# Service is about providing solutions to meet your needs.

## Dealer Service Solutions

The ThermoKare service solution portfolio from Thermo King is a selection of premium service solutions and dealer service solutions to satisfy the needs of your business and those of your national or international customers.

Every transporter of temperature sensitive cargo could do with a little help. Especially help that allows you to rely a bit longer on the Thermo King warranty conditions. That takes care of extra charges while your operating your business on a 24/7 basis or give you the extra assurance of having your Thermo King unit checked by one of the authorized Thermo King dealers across Europe.

That is why Thermo King has developed a range of dealer service solutions under the ThermoKare umbrella.

### Assistance Plus

- Complete warranty support during the first three years
- Covers call-outs and overtime for incidents outside regular operating hours
- Optional cover for repair travel costs during the first three years
- 24/7 emergency assistance
- Assistance Plus sticker for proof of membership

### Warranty Plus

- Provides a third year warranty cover on your new Thermo King unit
- 24/7 emergency assistance
- Authorised repair log
- Warranty Plus sticker for proof of membership

### Protection Plus

- Covers call-outs and overtime for incidents outside regular operating hours
- Avoids unforecasted expenditure
- Optional cover for repair travel costs during the first three years
- Protection Plus sticker for proof of membership

### Inspection Plus

- Regular unit inspections by your local Thermo King dealer
- Optional leak testing and sensor calibration
- Can be carried out at your premises
- Optimises equipment performance and economy, maximises vehicle availability and minimises downtime
- Inspection Plus sticker for proof of membership

Contact your local Thermo King dealer today and find out what ThermoKare can do for your business and your peace of mind.



# Assistance Plus

## Your benefits


### Premium coverage during warranty period

With an Assistance Plus Plan you are guaranteed complete warranty support during the first three years of your unit in operation. Unexpected costs for call-out and overtime, which are not included in the standard warranty conditions, are covered through Assistance Plus. Simply present your vehicle at an authorised Thermo King dealer who will provide you with the best level of expert support, day or night, without the surprise of extra costs.

### Practical and personalised

While your refrigeration unit is being inspected and serviced, your dealer can offer a choice of optional extras to eliminate multiple stops. You can also opt to have travel, an annual inspection or a full maintenance included in your coverage.

## Your Assistance Plus coverage label

|  |   |  |  |  |  |  |  |  |  |  |  |  |  |
|--|---|--|--|--|--|--|--|--|--|--|--|--|--|
|  <p><b>THERMO KING</b><br/><b>AssistancePlus</b></p> <p>This unit has premium coverage during the warranty period.</p>  | <p>DATE IN SERVICE</p> <table border="1"> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table> |  |  |  |  |  |  |  |  |  |  |  |  |
|  |   |  |  |  |  |  |  |  |  |  |  |  |  |
| <p><input type="checkbox"/> 3rd YEAR</p> <p><input type="checkbox"/> TRAVEL inclusive</p>  |   |  |  |  |  |  |  |  |  |  |  |  |  |
| <p>Unit s/n</p> <table border="1"> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>   |   |  |  |  |  |  |  |  |  |  |  |  |  |
|  |   |  |  |  |  |  |  |  |  |  |  |  |  |
| <p><small>Important notice: The unit has to be inspected by an authorised Thermo King dealer between month 11-13 and month 23-25 to avoid cancellation of the extended warranty plan on your Thermo King unit. To book the annual inspection please call your local Thermo King dealer.</small></p> <p>TEL.: _____</p> |   |  |  |  |  |  |  |  |  |  |  |  |  |

### Assistance Plus label

Your unit will be labelled with an Assistance Plus sticker, making your professional life easier. This way, our Thermo King dealer will immediately know that your unit is covered by Assistance Plus.

### 24/7 emergency assistance

You have 24/7 emergency assistance at your disposal, in one of our 500 Thermo King workshops across Europe.



# Warranty Plus

## Your benefits

### Technical inspections

Thermo King dealers guarantee you the best level of service from the experts in the field. Simply present your vehicle at an authorised Thermo King dealer and they will carry out the technical inspections and repairs if required.

### Your Warranty Plus coverage label

**THERMO KING**

DATE IN SERVICE

This unit is covered by a warranty plan (as indicated). Extended warranty commences 24 months after the date in service.

3rd YEAR

Unit s/n  
 Important notice: The unit has to be inspected by an authorised Thermo King dealer between month 11-13 and month 23-25 to avoid cancellation of the extended warranty plan on your Thermo King unit. To book the annual inspection please call your local Thermo King dealer.

TEL: \_\_\_\_\_

### Warranty Plus label

Your unit will be labelled with a Warranty Plus sticker, making your professional life easier. Our Thermo King dealer will immediately recognise your unit as covered by Warranty Plus.

### Practical and personalised

While your refrigeration unit is being inspected, your dealer can offer a choice of optional extras to eliminate multiple stops.

### Increased residual value and return on your investment

After each inspection at an authorised Thermo King dealership, your service log will be stamped. An authorised service log can protect the residual value of your equipment at trade-in, meaning your investment in a Warranty Plus plan is a good return on your investment.

### 24/7 emergency assistance

You have 24/7 emergency assistance at your disposal, in one of our 500 Thermo King workshops across Europe.





## Your benefits

### Premium coverage during warranty period

Unexpected costs for call-out and overtime, which are not included in the standard warranty conditions, are covered by Protection Plus. Simply present your vehicle at an authorised Thermo King dealer who will provide you with the best level of expert support, day or night, without the surprise of extra costs.

### Practical and personalised

While your refrigeration unit is being inspected and serviced, your dealer can offer a choice of optional extras to eliminate multiple stops. You can also opt to have travel, an annual inspection or a full maintenance included in your coverage.

### Your Protection Plus coverage label

**THERMO KING**  
**Protection Plus**

This unit has premium coverage during the warranty period.

**DATE IN SERVICE**

TRAVEL inclusive  
 ANNUAL INSPECTION inclusive  
 FULL MAINTENANCE inclusive

**Unit s/n**

Important notice: Overtime, call-out and selected options during the warranty period are reimbursable through Thermo King Total Kare. To book the annual inspection please call your local Thermo King dealer.

TEL.: \_\_\_\_\_

### Protection Plus label

Your unit will be labelled with a Protection Plus sticker, making your professional life easier. This way, our Thermo King dealer will immediately recognise your unit as covered by Protection Plus.

### 24/7 emergency assistance

You have 24/7 emergency assistance at your disposal, in one of our 500 Thermo King workshops across Europe.

## Your benefits

### Regular inspections

Performing inspections on a regular basis will guarantee maximum performance and availability, and it reduces possible failures at unexpected moments.

### Practical and personalised

While your refrigeration unit is being inspected, your dealer can offer a choice of optional extras. Furthermore, you can opt to have these inspections carried out on-site.

### Your Inspection Plus coverage label

**THERMO KING**  
**Inspection Plus**

This unit is inspected at regular intervals by a Thermo King dealer.

**DATE IN SERVICE**

Inspection on-site  
 ANNUAL INSPECTION inclusive

**Unit s/n**

Important notice: The regular inspections are reimbursable through Thermo King Total Kare. To book the inspection please call your local Thermo King dealer.

TEL.: \_\_\_\_\_

### Inspection Plus label

Your unit will be labelled with an Inspection Plus sticker, making your professional life easier. This way, our Thermo King dealer will immediately know that your unit is covered by Inspection Plus.

# A service solution for every need



Invoice at point of sales  
Sold via Thermo King dealer

| FEATURES  | Inspection Plus | Protection Plus | Warranty Plus  | Assistance Plus |
|---|-----------------|-----------------|----------------|-----------------|
| Administration & centralised pricing  |                 |                 |                |                 |
| Access to online asset management system<br>  |                 |                 |                |                 |
| Repairs (parts + labor)   |                 |                 | ● <sup>2</sup> | ●               |
| Call-out and overtime   |                 | ● <sup>1</sup>  |                | ●               |
| Travel for breakdown  |                 | ○ <sup>1</sup>  |                | ○ <sup>1</sup>  |
| Maintenance inspections   | ●               |                 |                |                 |
| Maintenance lubricants/<br>filters/belts  |                 |                 |                |                 |
| Leasing TracKing box including<br>communication & webservice<br>charges & box repairs |                 |                 |                |                 |
| Annual leak test  | ●               |                 |                |                 |
| Annual sensor calibration   | ●               |                 |                |                 |
| Travel for maintenance  | ●               |                 |                |                 |
| CO <sub>2</sub> management  |                 |                 |                |                 |
| SOP optimisation  |                 |                 |                |                 |
| Fleet consultancy and Driver/<br>Fleet Manager Training                               |                 |                 |                |                 |

● Included ○ Option

Note 1: In warranty valid cases

Note 2: If annual warranty validation has been carried out on time

| Monthly invoice | Invoice at point of sales,<br>monthly or any other<br>periodical invoice* | Invoice at point of sales,<br>monthly or any other<br>periodical invoice* | Invoice at point of sales,<br>monthly or any other<br>periodical invoice* | Invoice at point of sales,<br>monthly or any other<br>periodical invoice* |
|-----------------|---|---|---|---|
| Admin Plus      | Maintenance Plus  | Comfort Plus  | Assist  | FleetKare Plus  |
| ●               | ●   | ●   | ●   | ●   |
| ●               | ●   | ●   | ●   | ●   |
|                 |   | ●   | ●   |   |
|                 |   | ●   | ●   |   |
|                 |   | ●   | ●   |   |
|                 | ●   | ●   | ●   |   |
|                 | ●   | ●   | ●   |   |
|                 |   |   | ●   | ●   |
|                 | ○   | ●   | ●   |   |
|                 | ○   | ●   | ●   |   |
|                 | ○   | ○   | ●   |   |
|                 |   |   | ●   |   |
|                 |   |   | ●   |   |
|                 |   |   | ●   |   |

\* See details in TK60604 ThermoKare Service Solutions, Premium Service Solutions



europe.thermoking.com



For further information please contact:

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Thermo King® is a brand of Ingersoll Rand. Ingersoll Rand (NYSE:IR) advances the quality of life by creating and sustaining safe, comfortable and efficient environments. Our people and our family of brands — including Thermo King®, Trane®, Ingersoll Rand®, Club Car® — work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; secure homes and commercial properties; and increase industrial productivity and efficiency. We are a \$14 billion global business committed to a world of sustainable progress and enduring results.



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