



ThermoKare

Premium Service Solutions



Optimise fleet efficiency
Minimise operating costs
Maximise re-sale value



Service is about providing solutions to meet your needs.

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.

Premium service solutions are designed to optimise the efficiency of your fleet, minimise operating costs and maximise the re-sale value of your equipment. Choosing a ThermoKare premium service solutions will allow you to eliminate non-core tasks from your daily business operations, such as maintenance planning, scheduling, invoice interpretation and general fleet administration, to an 'all-risk package' offering complete peace of mind and predefined fixed costs, with assurance of a consistent service level.

Our experts will analyse your fleet requirements and recommend the most suitable service agreement. Once you have selected a premium service solution, your equipment will receive regular inspection, preventative maintenance, and proper calibration. Potential problems will be prevented before they occur.

And when it comes to the cost, the best surprise of all is no surprise. You choose your level of coverage so you know exactly which services and parts are covered.

Premium Service Solutions

All our premium service solutions include:


- + Centralised billing
- + Reduced administration
- + Immediate credit approval
- + Emergency road service – 24/7
- + Blanket Coverage - over 500 authorised service points
- + Expertise of over 1400 certified technicians
- + Software updates
- + Convenience – work can be performed at any Thermo King dealer
- + Consistent use of genuine Thermo King parts
- + Online Fleet Management system (iKare) showing all customer & service data
- + Preventative maintenance reminders
- + Online documentation functionality

Contact your local dealer today and find out how we can help drive down your costs. E-mail: tktksupport@thermoking.com

“Choosing a ThermoKare service solution is a simple stress-reducing strategy”

What 's included in the premium service solutions?

FEATURES

	AdminPlus
Administration & centralised pricing	●
Access to online asset management system 	●
Repairs (parts + labor)	
Call-out and overtime	
Travel for breakdown	
Maintenance inspections	
Maintenance lubricants/filters/belts	
Leasing TracKing box including Communication & Webservice charges & Box repairs	
Annual leak test	
Annual sensor calibration	
Travel for maintenance	
Fuel Consumption/CO ₂ management	
SOP optimisation	
Fleet consultancy and Driver/Fleet Manager Training	

● Included ○ Option

	MaintenancePlus	ComfortPlus	FleetKarePlus
	●	●	●
	●	●	●
		●	
		●	
		●	
	●	●	
	●	●	
			●
	○	●	
	○	●	
	○	○	

Freedom of choice:

- Premium service solutions can be set up between you and your dealer or you and Thermo King. Your local dealer or Thermo King will act as the main contact point and partner in all planning, administration, management information and financial arrangements.

The package

The Maintenance Plus solution enables operators a cost-effective maintenance schedule and covers the preventative maintenance of your fleet, as subscribed by the manufacturer. Maintenance Plus customers enjoy immediate credit granted by all Thermo King dealers, standardised prices, and consolidated monthly invoices with detailed reports.

The benefits

The risk of costly unscheduled services is reduced and efficiency is increased. Maintaining your unit on a regular basis maximises your uptime, assures standard labour times, fixed European parts pricing and country specific labour rates.

Online fleet management

For each of our premium service solutions you have the benefit of our online fleet management system iKare: for fleet & service status, invoice status & Excel reports.

The added value

Units with full service records command a higher resale value.

With Maintenance Plus you can count on:

Maintenance work

Periodical maintenance is covered, in line with the maintenance recommendations provided by the manufacturer.

Fleet service scheduling

Service schedules are agreed for all units and e-mail reminders are sent to the operator and the local dealer.

Optimal performance

Services can be carried out at any of the 300 plus dealers. Thermo King Certi-tech professionals will carry out regular preventative services, on a schedule designed to maximise up-time for your vehicles. While your refrigeration unit is being inspected, your dealer can offer a choice of optional extras or repairs.



The package

As the name implies, the Comfort Plus solution offers you the comfort of our full range of services. The package covers all the costs of parts and services, whether scheduled or unscheduled, and regardless of the authorised Thermo King dealer used. With one major bonus: no surprises. Comfort Plus provides complete flexibility, with customised programs meeting the operator's needs, based on the number of unit operating hours and the contract duration.

The benefits

Budgeting and cash-flow planning become entirely predictable, and the risk of incurring any unexpected costs is completely eliminated.

The added value

Comfort Plus also offers fleet managers a wide range of detailed reports, such as the number and locations of unscheduled services, information on parts supplied, etc.

Like all premium service solutions with Comfort Plus you enjoy full access to the iKare Thermo King portal where the status of any of your units can be checked, including their service history.

With Comfort Plus you can count on:

Risk elimination

ThermoKare takes full responsibility for all preventative maintenance, servicing and repairs.

Fleet management

Detailed reporting by unit on all scheduled and unscheduled services.

Service history

Access to the service history of all units through the iKare customer portal website.

Flexible support

Each contract is customised, and levels of support can be adapted to the needs of your business and budget.



The package

FleetKare Plus can be combined with or added on any of the other premium service solutions in the ThermoKare portfolio. With FleetKare you can lease your Trackiing equipment including:

- + Financial lease of the Trackiing hardware
- + After the last payment, you own the equipment
- + Installation
- + Full warranty and repairs
- + Communication & web charges

FleetKare is valid for both new units and retro fit installation (different pricing).

The benefits

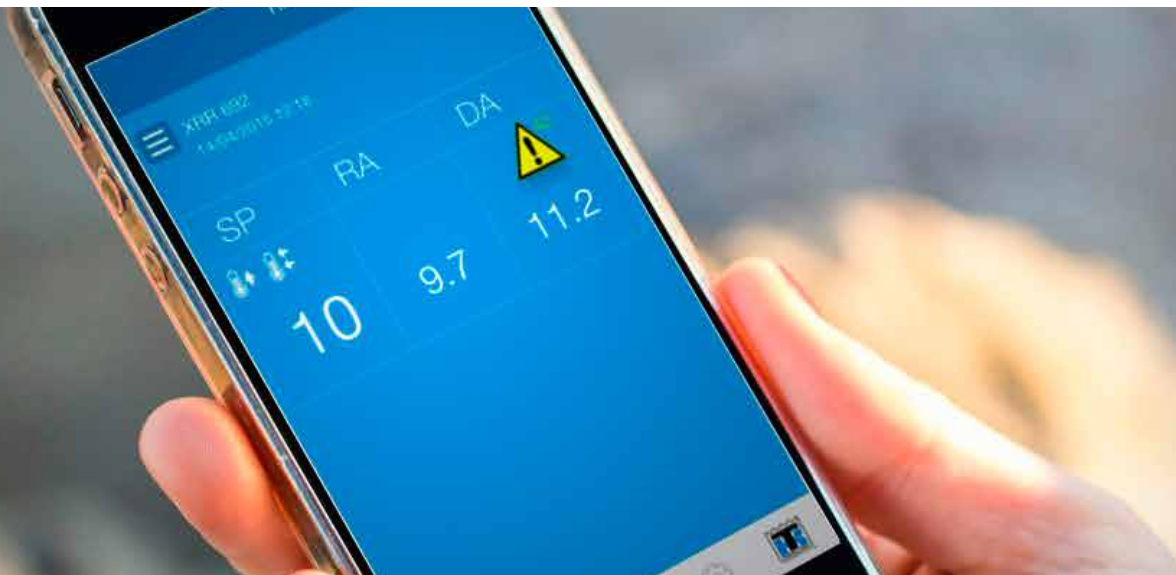
FleetKare Plus enables fleet owners and dealers to use the Trackiing information to view a unit's service and fault codes. This information can then be used to reduce unexpected downtime.

Trackiing Fleet Management System

Benefits at a glance

Trackiing is an innovative, easy to use online system that gives you or your dealer visibility on your fleet from a desktop.

Having a dashboard of cost critical and real time information on temperature, location and alarms increases their operational efficiency of the fleet and reduces incidences or service interventions.



THERMO Assistance

THERMO Assistance is a multilingual 24-hour telephone breakdown assistance service throughout Europe that puts you in direct contact with an authorised Service Dealer whenever you require one.

Help at the end of the phone

- In your language.
- No payment at point of repair for customers with a ThermoKare contract.
- Guaranteed parts and service quality.
- TELEPHONE international 00800 80 85 85 85*

*Limited European coverage through mobile phones. Alternative, local contact-numbers are available



iKare

For each of our premium service solutions you have the benefit of our online fleet management system iKare: for fleet and service status, invoice status and excel reports.

Fleet management

The iKare customer portal enables you to manage your fleet online. Activating and deactivating units, moving units from one depot to the other – all just a mouse-click away.

Full service history

A complete service history gives you a clear overview of all work carried out on each unit.

Scheduled services for your entire fleet



iKare assists fleet managers in scheduling upcoming services and identifying possible risks due to missed services.

Invoice and data collection

iKare handles all of the administration required to monitor and manage your fleet by providing information when you need it.



A service solution for every need.

	Monthly invoice	Invoice at point of sales, monthly or any other periodical invoice				Invoice at point of sales Sold via Thermo King dealer*			
	Admin ^{Plus}	Maintenance ^{Plus}	Comfort ^{Plus}	Leafy Assist	FleetKare ^{Plus}	Inspection ^{Plus}	Protection ^{Plus}	Warranty ^{Plus}	Assistance ^{Plus}
Administration & centralised pricing	●	●	●	●	●				
Access to online asset management system 	●		●	●	●				
Repairs (parts + labor)			●	●				● ²	●
Call-out and overtime			●	●			● ¹		●
Travel for breakdown			●	●			○ ¹		○ ¹
Maintenance inspections		●	●	●		●			
Maintenance lubricants/ filters/belts		●		●					
Leasing TracKing box including communication & webservice charges & box repairs				●	●				
Annual leak test		○	●	●		●			
Annual sensor calibration		○	●	●		●			
Travel for maintenance		○	○	●		●			
CO ₂ management				●					
SOP optimisation				●					
Fleet consultancy and Driver/Fleet Manager Training				●					

● Included ○ Option

Note 1: In warranty valid cases

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

* See details in TK60541 Thermokare Service Solutions, Dealer Service solutions

ThermoKare allows you to budget and plan for the future by giving you fixed costs for maintenance and/or repairs, real time fleet analysis and accurate maintenance forecast scheduling.

ThermoKare gives you the flexibility to react quickly and to keep your fleet moving while ensuring total control with fixed cost operation.

Under a Thermo King ThermoKare contract we guarantee that we will manage YOUR fleet as if it is OUR OWN.

And because you always have a single point of contact, we are with you ... all the way.

For more information about ThermoKare, please e-mail us at tktksupport@thermoking.com or contact your Thermo King dealer.





europe.thermoking.com



For further information please contact:



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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