

 THERMO KING

Assistance**Plus**

A Practical Guide

to your Assistance Plus Plan for your Thermo King units

 **Ingersoll Rand**[®]

COMPLETE SUPPORT

Always at your assistance!

With an Assistance Plus Plan you are guaranteed complete warranty support during the first three years of your unit in operation. Assistance Plus is designed to give you total peace of mind. It allows you to focus on your business.

On the road

Covers callouts and overtime for incidents outside regular operating hours.

Practical and personalised

A choice of optional extras are available to eliminate multiple service stops.


Service log

At Thermo King we understand that the residual value of your equipment is important. That is why we keep a log of your services at our authorised Thermo King dealers/workshops.

With this you are better protected at trade-in.

Technical inspections and maintenance

Available as an option, making your day easier.

 THERMO KING	DATE IN SERVICE
AssistancePlus	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
This unit has premium coverage during the warranty period.	<input type="checkbox"/> 3rd YEAR
	<input type="checkbox"/> TRAVEL inclusive
Unit s/n	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<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>	
TEL: _____	

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

Preventative maintenance

- Mandatory inspection and testing: check of vital parts and components.
- Your unit benefits from preventative checks: mechanical, refrigeration, airflow, electrical, structural and drive kit checks are conducted.
- You have 24/7 emergency assistance at your disposal.

Service charges

Mandatory annual service inspections will be charged at local dealer rates. Please contact your local Thermo King dealer for a quote. Prices may vary depending on: usage patterns, driving style, local operating and environmental conditions that determine when normal wear and tear components need replacement. The service price will include the labour and parts required to perform the annual service. This includes the price to change the refrigerant drier in the third year (VP-truck units only). Other wear and tear items such as belts, motor brushes etc., will be examined and replaced as necessary. Normal wear and tear items are excluded from the Assistance Plus Plan and are customer chargeable on replacement.



THE MANDATORY SERVICE

Inspection to activate your Third Year Assistance Plus includes:

Data gathering & general administration

- Record the registration plate.
- Check Assistance Plus sticker to determine if warranty extension period is valid.
- Record vehicle km (vehicle powered units only) and unit hour meter.
- Stamp the manual after completion of the maintenance inspection.
- File inspection report in iKare.
- Electrical inspection points.
- Visually check wire harnesses for damage or loose wires/connections.
- Check condenser and evaporator fan motor function.
- Inspect/change DC motor brushes (if applicable).
- Check incab or unit display for error codes and record in operator manual.
- Refrigeration circuit checks and operating function tests.
- Visually inspect unit and refrigerant hoses for fluid leaks.
- Visually check refrigerant charge.
- Visually check oil condition and compressor oil condition.

- Leak test the complete unit (use the leak diagram to ensure all joints are being checked).
- Replace the dehydrator (only during 3rd year validation for VP-Truck).
- Check cooling efficiency (road compressor and stand by if applicable).
- Check defrost operation: manual initiation and correct automatic termination.
- Check thermostat sequence: cool/heat/defrost.
- Check operation of the protection shutdown circuits and safety devices.
- High pressure cutout switch (HPCO).
- Low pressure cutout switch (LPCO).
- Check the thermostat and thermometer calibration: reference thermometer or ice bath or as per customer HACCP requirements.

Structural checks

- Visually inspect unit for damaged, loose, or broken parts.
- Clean defrost drains.
- Inspect electric motor drive belt (only for VP-Truck): condition and tension or replace as required.

- Clean evaporator coil.
- Check all mounting bolts, brackets, lines, hoses, panels etc.
- Examine and report any defects in door seals and damage to panel insulation.

Drive kit related checks (vehicle powered truck only)

- Visually inspect the adapter kit for loose or damaged parts.
- Check refrigerant hoses and electrical cables routing.
- Tighten all adapter kit and pulley bolts and nuts to the recommended torque.
- Check that there are no abnormal vibrations.
- Check for pulleys/tensioner bearing abnormal play or hard spots.
- Check the tension of the engine - compressor drive belt, replace if necessary.
- Check operation and clutch air gap (if applicable).

To qualify for Assistance Plus...

Operating usage is limited to 2000 hours of operation per year. For a 3 year Assistance Plus Plan, a mandatory service inspection is required between month 11 and month 13 and between month 23 and month 25. This service inspection will be charged to the customer on completion of the work.

Terms & conditions

- Extra service inspections are mandatory according to the Thermo King maintenance manual per unit type.
- The mandatory service inspection is charged to the customer by the dealer.
- The price of the mandatory service inspection is determined by each participating Thermo King dealer.
- Drive belts are customer chargeable.
- "Electric motor brushes" (on models where used), are customer chargeable.
- Compressor installation kits and installation must be confirmed by a Thermo King dealer at PDI Installation - Warranty Registration, otherwise any associated consequential engine damage claims will not be considered in the event of a mounting bracket related failure.
- The price of the Assistance Plus Plan does not cover equipment installation at point of sale.
- The price of the Assistance Plus Plan does not cover replacement equipment, or equipment rental whilst the unit(s) under this plan are off the road for service or warranty repairs.

- All warranty and inspection repairs must be carried out at a nominated Thermo King dealer workshop.

Optional extras*

- While your refrigeration unit is being inspected and serviced ask your dealer if he can offer you one of the following optional extras:
- Change engine drive-kit bearings
 - Clean and sanitise cargo area
 - Repair - replace van door seals
 - Repair van insulation panel damage
 - Check and adjust road tyre pressures
 - Change engine oil and filters on vehicle
 - Change fuel filter/water separator
 - Change air filter
 - Change or top-up coolant
 - Change or top-up brake fluid
 - Steam clean unit
 - Touch up paint work and signage
 - Valet drivers cab
 - Replace windshield wipers

Accessories

- Replace defective light bulbs
- High-visibility vest
- High-visibility thermal jacket
- Van fire extinguisher
- Printer rolls
- Disposable seat covers
- Drivers thermal gloves
- Wireless door switch
- Check condition of exhaust

*Based on availability from local Thermo King dealer who will be able to quote you separately.

If you sell your vehicle before the end of the contract, the Assistance Plus plan will pass to the new owner. Get in touch with your local Thermo King dealer who will update the warranty records with the new customer information to ensure continuity of service until the plan expires.



Thermo King Total Kare Assistance Plus Plan

Owner name:

Address: _____ Email: _____

Mobile phone number: + _____

Unit information:

Vehicle licence plate:

Model: _____ Unit serial number: _____

Date in service: _____

VP-Truck only, engine mount kit brand: _____

VP-Truck only, engine mounted compressor serial no: _____

Extended warranty maximum duration: _____

from date in service: _____ 36 months

Maximum km driven: _____ 100000 km/year

Maximum hours (combined over the road hours + electric motor hours): _____ 2000 hrs/year

Coverage: _____
Callouts and overtime for repairs outside regular operating hours, all technical repairs and/or parts except repairs related to:

- * Drive kits and drive kit parts (VP-truck only)
- * Add-on accessories
- * Damage
- * Failures related to misuse, abuse and/or wrong operation

Optional coverage: _____ Travel for repair incidents

Terms and conditions

This extended warranty shall supplement Thermo King's standard 24-month warranty covering parts and labour for Thermo King Temperature Control Units (the "Unit"). Thermo King Total Kare Limited ("TKTK") warrants to its dealer that it will repair or replace any unit component that is found by TKTK to be defective under normal use and service within the extended warranty period. This extended warranty will be activated once validated by an approved Thermo King service location via the Total Kare iService system.

This extended warranty is limited at Thermo King's option to repair or replacement with new or remanufactured parts at any approved Thermo King service location. This warranty plan covers labour, parts, callouts and increased hourly rates for repair work outside normal hours.

All parts used under this extended warranty shall be original Thermo King parts, parts remanufactured by Thermo King, or TKTK-approved parts. TKTK reserves the right, at its option, to repair, replace or exchange parts, components or core elements. All parts, components or core elements thus replaced or exchanged shall become the property of TKTK.

In order for this extended warranty to apply to a Unit, the supply and installation of the compressor drive kit (VP-truck only), refrigerant piping and wire harness must have been carried out and/or verified by an approved Thermo King service location. These services shall not cover installation, breakage or damage.

This extended warranty shall also exclude consumables and maintenance parts, including but not limited to oils, greases, lubricants, fuses, fuel, filters, belts, batteries, carbon brushes, refrigerant gases, driers and all parts not supplied by Thermo King.

Exclusions (failures caused by or as a result of) accident damage, negligence, abuse and misuse, defective external power supplies, fuel-related issues, dirt, water, wrong fuel etc., damage caused by any form of rust and corrosion, incorrect temperature settings, cost incurred due to waiting or lost time, legislation, load losses, additional customer requirements, theft of the complete vehicle or any part thereof, failure caused by the customer not making unit available for service, service required as a result of any unauthorised non-standard parts, additional service work not authorised by TKTK, shunting/rental costs, pick up and return delivery cost, battery damage or flat battery caused by lack of use, misuse and abuse.

This extended warranty includes a pre-planned mandatory yearly inspection, which must be done by an approved Thermo King service location. In order for this extended warranty to be valid, the owner and/or operator of the Unit must visit an approved Thermo King service location between the 10th and 13th month and between the 23th and 25th month following the date of commissioning in order to arrange the extended warranty inspection.

This inspection shall be charged to the customer and the price may vary depending on Unit usage and operating conditions. The completion of the service inspection shall be recorded in the Total Kare iService system. The yearly inspection shall include the following operations in particular:

- Code 11111 for the 3rd year validation inspection for VP truck units (including inspection of harness/wiring, visual inspection, functional testing, etc.).
- Code 11111 for the 3rd year validation inspection for self powered units (including renewal of filters and engine oil, inspection of harness/wiring, visual inspection, functional testing, etc.).

This warranty is exclusive and replaces of all other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose and all warranties arising from course of dealing or custom or usage of trade, except of title and against patent infringement. Limitation of liability: Thermo King shall have no liability in contract or in tort (including negligence or strict liability) or otherwise, for any injury or damage caused to vehicles, contents, product cargo or other property or for any special, incidental, indirect or consequential damages whatsoever, including, but not limited to, loss or interruption of business, lost profits and loss of use. The remedies of the buyer herein are exclusive and the total cumulative liability of Thermo King shall in no event exceed the purchase price of the Assistance Plus Plan or service or part on which such liability is based. Such repair or replacement shall be the buyer's exclusive remedy and correction of defects shall constitute complete fulfilment of all obligations and liabilities of Thermo King with respect to a unit sold by Thermo King, whether based in contract or in tort (including negligence and/or strict liability).

This warranty shall be transferable if the customer notifies an authorised Thermo King dealer when a Unit has been transferred or sold to a new owner. The approved Thermo King service location will update the records on the Total Kare iService extranet so that up to date warranty coverage information is available to all approved Thermo King service locations. This warranty is subject to Irish law. All disputes in connection herewith shall be subject to the applicable courts of Dublin, Ireland.



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