

# HUSSMANN®

## Professional Service and Maintenance Programs *Beyond Standard Service*



- ✓ *Reduce food loss and improve quality*
- ✓ *Reduce costs and financial volatility*
- ✓ *Simplify budgeting and invoicing*

**IR** Ingersoll Rand

# *Our Service Commitment to You: Beyond Standard Service*

We are committed to providing superior refrigeration and HVAC services.

When you partner with Hussmann, we take you beyond standard service to a new level of benefit and satisfaction.

Hussmann provides:

- Reduced food loss and improved food quality with programs to prevent problems before they occur
- Solutions to reduce your costs, financial volatility and carbon footprint
- Capabilities to simplify budgeting and invoicing
- Greater geographic coverage than any other provider in North America





# Select Agreement:

## The Ultimate Protection

Customers that switched store portfolios to a multi-year Hussmann Select Agreement experienced:

- Reduced service, parts and maintenance costs in excess of 10%
- Decreased invoice quantities by over 80%
- Reduced refrigerant use by 10%, reducing the carbon footprint



### What is covered?

*Display Cases*  
*Walk-Ins*  
*HVAC Equipment*  
*Ice Machines*  
*Parts*  
*Labor*  
*Refrigerant*  
*Compressors*  
*Controls*

- ✓ *Customizable per your scope.*
- ✓ *All manufacturers' makes and models.*

The Select Agreement includes:

- Single annual fixed price that covers labor and materials for refrigeration and HVAC repairs and maintenance across a portfolio of stores, no matter how many repairs we make
- A single periodic invoice
- Early detection features, such as oil and refrigerant lab analyses
- All refrigeration and HVAC preventive maintenance
- Program customized for your needs

# Added Protection Against the Unexpected

## The Ultimate Benefits

The Hussmann Select Agreement is a maintenance package that limits the annual costs for a store portfolio and allows you to accurately budget costs for the year.

This program motivates the provider to prevent failures, reduce waste and fix problems correctly the first time.

The benefits of a Hussmann Select Agreement include:

- Minimize budget volatility with an annual fixed price for a portfolio of stores
- Reduce costs by reducing unplanned service events and motivating complete and timely repairs
- Simplify invoicing with one invoice per period for all locations
- Reduce food loss and improve food quality by improving refrigeration performance and reliability
- Increase uptime by placing risk with the service provider, and motivating early detection and prevention

	Select Agreement
Account Management	Included
Periodic Invoicing	Included
Scheduled Maintenance	Included
Hussmann Response Team	Included
Online Tracking & Completion Response	Included
Oil Analysis	Included
Refrigerant Analysis	Included
Fixed Payment for All Services	Included

# Select Agreement: Added Protection Against the Unexpected







## Why Choose Hussmann Over Other Providers?

When you compare the Hussmann Select Service Agreement with standard service from other providers, you'll see why we're the national leader in service and maintenance.

Hussmann's full capabilities take you beyond standard service to a new level of food protection, problem prevention, cost control and stability, simplified budgeting and reduced invoicing.

It's what you can expect from the leading manufacturer of refrigeration equipment.

## Hussmann Value vs. Other Service Provider

	Prevent	Diagnose	Repair	Validate	Invoice	Budget and Cost Control
How We Compare						
Hussmann Select Agreement	Early detection prevents problems and decreases energy consumption	OEM technicians enabled with service history and problem description	1st time repair and efficiency responsibility lies on Hussmann	Technology enabled repair validation on every call	One invoice per period for all locations	Multi-year fixed budget. Costs contractually limited in advance.
Other Service Provider	Break / fix approach	Standard techs	Time & materials, multiple visits sometimes required	Intermittent communications	Hundreds or thousands of invoices to check and process	Difficult to control due to mixed incentives and volatility

# Scheduled Agreement: Preventive Maintenance

## OEM Recommended Preventive Maintenance

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

- OEM recommended maintenance requirements
- Dedicated account management
- Periodic, consolidated invoices
- Program customized for your scope
- Early detection features, such as oil and refrigerant lab analyses, can be optionally included



	Select Agreement	Scheduled Agreement
Account Management	Included	Included
Periodic Invoicing	Included	Included
Scheduled Maintenance	Included	Included
Hussmann Response Team	Included	Included
Online Tracking & Completion Response	Included	Included
Oil Analysis	Included	Optional
Refrigerant Analysis	Included	Optional
Fixed Payment for All Services	Included	

The Scheduled Agreement reduces food loss, improves food quality, increases uptime, lowers costs and reduces shopper interruption.

# *The Hussmann Response Team:*

**The Hussmann response team is better equipped to fix it right the first time.**

**We respond**

We respond to over 500,000 requests annually in our company owned, U.S. based call center.

**Multi-site capabilities**

**We listen**

Call the Hussmann response team for assistance 24/7/365. Average time to answer: 21 seconds.

**One contact for all calls**

**We prepare**

We ask the caller for details and input these into our SmartTech hand-held computer system. The technician arrives prepared.

**Accelerated diagnosis and repair**

**We repair**

The customer can track dispatch progress online. Repair details are logged into the SmartTech system.

**Documented maintenance history**

**We verify**

The technician verifies with the store manager that the repair is complete and asks for his or her signature.

**Repairs validated by you**

# 24/7 Nationwide Support

## Certified Technicians

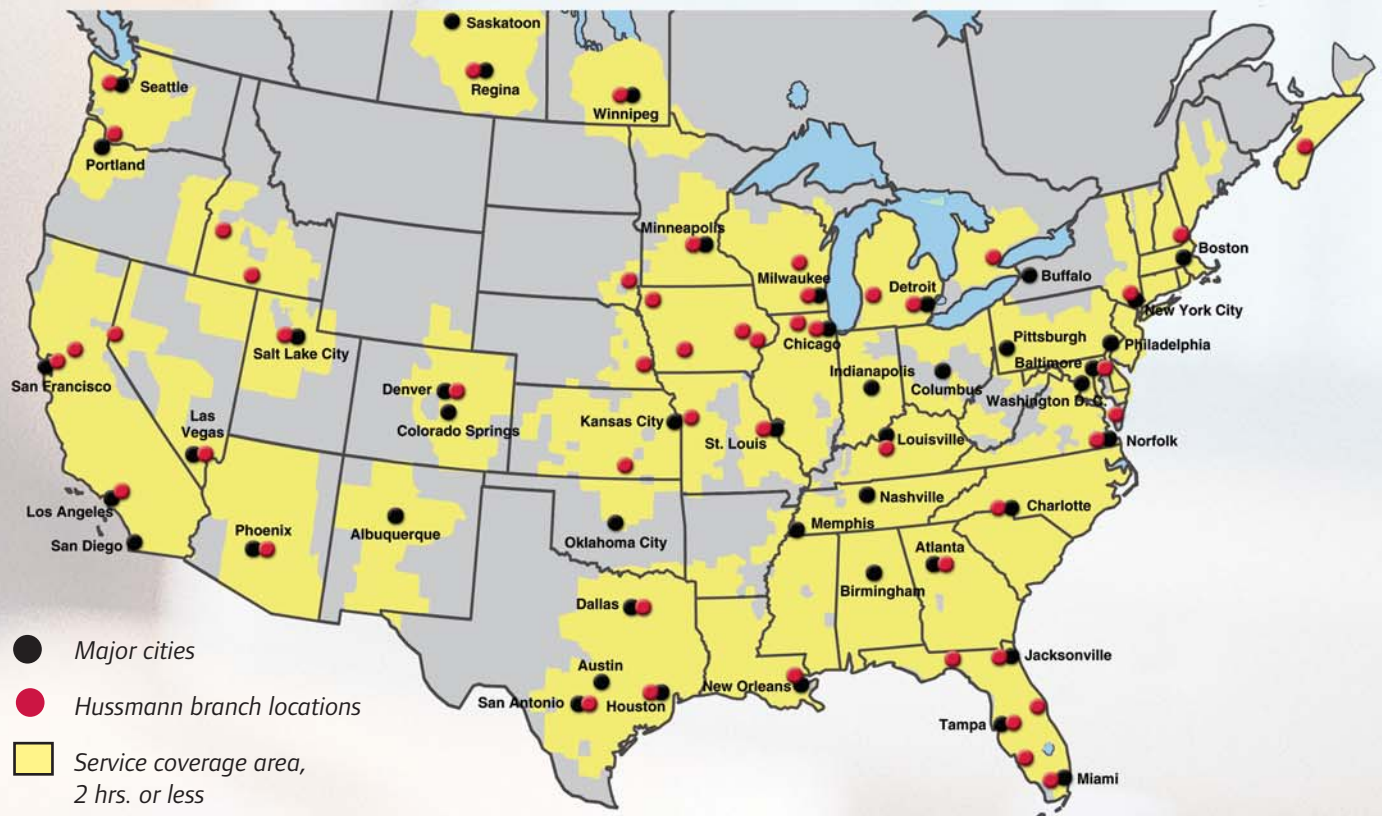
- Company employed technicians
- Hussmann CERTI-TECH HVAC and refrigeration certification program:
  - Training in a fully functional Hussmann learning center
  - Online learning modules available to all technicians
  - Simutech® software sharpens diagnostic skills



**Faster, more effective diagnosis and repair**

## We can arrive in 87% of supermarkets in two hours or less

- Fewer providers streamlines service management
- Offers greater consistency from location to location
- More rural and urban coverage than any other provider



# Centralized Account Services

## One Contact to Reach an Entire Team

Your Hussmann service team is led by a dedicated account manager focused on:

**Collaboration** – *We work with you to develop optimal service solutions.*

**Better Information** – *We provide all the information you need to make the right decision when selecting a provider.*

**Performance Comparisons** – *We help you understand your stores' performance against peers.*

**Early Notification** – *We develop advanced service programs to reduce failures, lower downtime and decrease shopper interruptions.*

**Cost Reduction** – *We help you identify and act on opportunities to decrease service and maintenance costs and reduce cost spikes.*

**Streamlined Processes** – *We simplify your budgeting and minimize invoicing. Your budgets become predictable and stable.*

**Your Needs** – *We listen and respond!*



# Beyond Standard Service

- ✓ *Reduce food loss and improve quality*
- ✓ *Reduce costs and financial volatility*
- ✓ *Simplify budgeting and invoicing*



All from the leading manufacturer of supermarket equipment.

**HUSSMANN®**



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