

REFCARE

ENERGY SAVING AND PROLONGED LIFETIME OF YOUR
REFRIGERATION EQUIPMENT



REFTECH REFRIGERATION

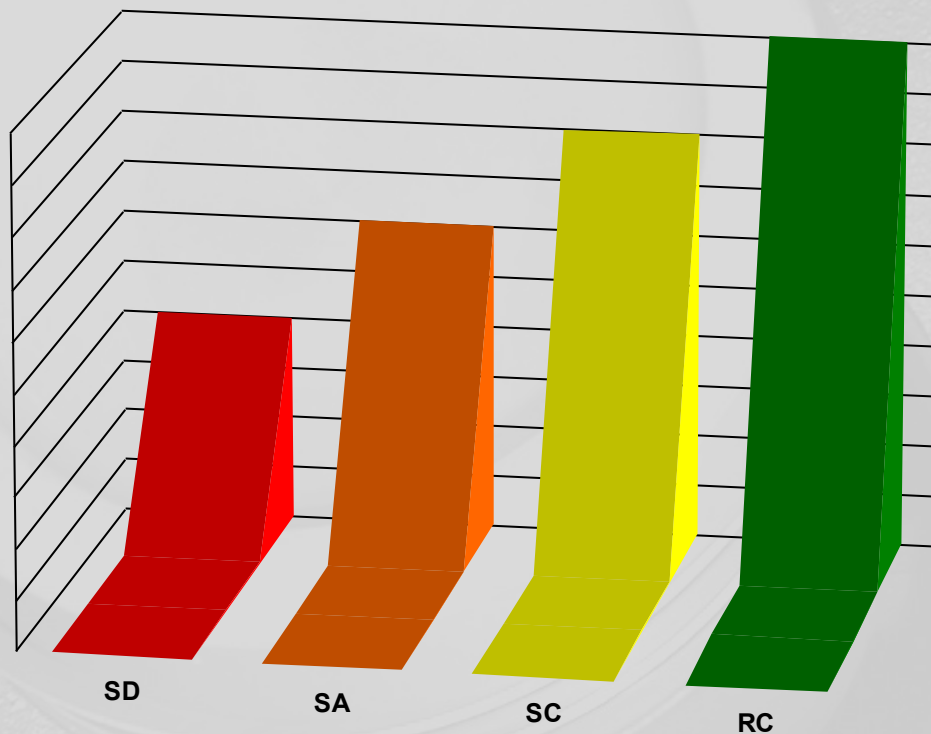
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ENVIRONMENTALLY FRIENDLY INDUSTRIAL REFRIGERATION

Service levels

In general, service is meant to ease up your daily work and responsibility, but furthermore to save you money through energy saving and prolongation of your refrigeration plant's lifetime.

REFTECH offers service to plants installed by REFTECH, but also to your other equipment.



REFTECH offers 4 levels of service agreements:

- Service on Demand (SD)
- Service Agreement (SA)
- Service Contract (SC)
- RefCare (RC)



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Service on Demand

Service on Demand is REFTECH's basic level of service. Whenever you as the customer need our support for maintaining, repairing or optimizing your refrigeration plant, we at REFTECH are able to help you out.

Reftech has several contractors and supervisors placed globally, to maintain the required service level at your location.

All of our personnel are specially trained, has many years experience in both maintenance and supervision/commissioning, as independent and skilled engineers.

Though we have numerous people placed globally, we can also support you by either telephone, fax or by E-mail.

Service on Demand includes:

- Providing spare parts for your refrigeration plant
- Overhauls and maintenance
- Energy optimization
- Repairing/replacing broken parts in your refrigeration plant
- Training your staff locally or at Reftech domain in Denmark

REFTECH provides Service on Demand regardless if you are asking for help with equipment provided by REFTECH as well as equipment provided by others.



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Service Agreement

Service Agreement is REFTECH's next step in supporting you as a valued customer.

A Service Agreement is made for regular service in part of, or in your total refrigeration plant setup.

With a Service Agreement, REFTECH are committed to perform agreed service and maintenance according to planned service intervals. Also the service agreements commits REFTECH to provide you with documentation for each planned service visit.

In addition to Service on Demand, Service Agreement includes:

- 5% discount on spare parts for your refrigeration plant
- 5% discount on supervisor
- Overhauls and preventive maintenance in planned intervals
- On site support within max 7 working days of request
- 1-2 year contract
- Prices according to actual spent time and actual supply of spare parts and materials



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Service Contract

The Service Contract is very similar to the Service Agreement. The Service Contract is made with a fixed price, including spare parts needed for the regular service intervals. Also the contract can be signed for up to 10 years.

Within the contract, spare parts for regular service intervals, are included.

In addition to Service Agreement, Service Contract includes:

- Spare parts for regular service intervals
- 90 % uptime guaranteed regarding mechanical and electrical equipment breakdown within your refrigeration plant
- 10% discount on extraordinary parts for your refrigeration plant
- 10% discount on supervisor
- On site support within max 5 working days of request
- 2-10 years contract
- Yearly status report



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RefCare

The RefCare is the ultimate production enhancement. By choosing this option, you will have a maintained and optimized refrigeration plant, and with no worries whatsoever. REFTECH takes the responsibility off your shoulders and commits themselves to keep your plant up running 95% of your production time. Refcare includes fixed prices for both service and spareparts.

Within the contract, spare parts for regular service intervals are included. Only additional spare parts will be invoiced.

In addition to Service Contract, RefCare includes:

- All spare parts for regular service intervals as well as additional spare parts
- 95 % uptime guaranteed regarding mechanical and electrical equipment breakdown within your refrigeration plant
- On site support within max 4 working days of request
- 5 to 20 years agreement with fixed price



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	Service on Demand	Service Agreement	Service Contract	RefCare
Uptime guaranteed	-	-	90 %	95 %
Spare parts discount	0%	5%	10%	All Included
Overhaul and service	Upon request	Interval	Interval	Interval
Support on site	-	7 days notice	5 days notice	4 days notice

Time line	Upon request	1-2 years	2-10 years	5-20 years
Prices	Not fixed	Not fixed	Fixed	Fixed

For more info, please do not hesitate to contact:

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