

ELRO Maintenance

The cost-effective solution
for reliable operation



100% Breakdown
Prevention

100% Flexibility and
Transparency

70% Bonus Carried
Forward

E L R O

100% Breakdown Prevention

Prevention is better than a cure. Regular checks and maintenance by experienced ELRO after-sales engineers optimise the ongoing functional readiness of your ELRO appliances. The risk of breakdown and its consequences, such as repair and downtime costs, is reduced substantially.

The ELRO hotline also serves the cause of prevention. It is not just your expert contact in the case of a breakdown, but also pleased to provide advice concerning all aspects of your ELRO appliance.

100% Flexibility and Transparency

The choice and overview is yours. Choose our maintenance insurance package preference that best suits your requirements from among Standard, Comfort and Premium.

The detailed descriptions of the services offered within the scope of the check and maintenance tasks to be performed will assure maximum maintenance quality, performance and cost transparency.

70% Bonus carried forward

You only pay for the services that are actually provided. The ELRO Comfort and Premium maintenance insurance packages feature account statements from ELRO to document and to invoice all services that have been provided.

If your account indicates a credit balance at the end of the invoicing period, 70% of your credit balance is carried forward to the next bonus invoice. Any possible negative balance is born by ELRO.

	Standard	Comfort	Premium
Telephone hotline at standard rates (for technical details as well user information)	●	●	●
Detailed accounting of services provided (copy for the customer)	●	●	●
Flat-rate travel and working time for the annual check-up (additional check-ups upon request)	●	●	●
Mechanical safety checks (testing of safety-relevant components, including a pressure test of the cooking chamber)	●	●	●
Electrical safety checks	●	●	●
Including flat-rate travel and working time for all ELRO after-sales services		●	●
Includes small parts up to a total of CHF 20.– or Euro 15.–		●	
Account statements including documentation and billing of all services that have been provided		●	●
Annual cost invoicing and calculation of bonus		●	●
Credit/carrying forward of 70% of the credit bonus		●	●
Including all spare parts			●
Guaranteed reaction times			●

Always on the safe side with ELRO maintenance.





ELRO After Sales Service
Worldwide



Installation and start-up



User support by ELRO
kitchen chefs



Maintenance and Service



Hotline

ELRO after-sales service

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KMW 10-03-09

