

**THERMO KING**

**ThermoKare**

# THERMOKARE SERVICE AGREEMENTS

— maximum uptime, minimum administration —



**THERMO KING**  
**ThermoKare**



KEEP THE WHEELS TURNING



STAY CONNECTED



LEAVE IT TO THE EXPERTS



SLEEP EASY



FOCUS ON YOUR BUSINESS

**Running a refrigerated transport operation isn't easy. And just keeping a fleet on the road 24/7 takes a substantial amount of time and effort. Scheduling service, handling invoices, dealing with unplanned repairs, keeping historical records – the list is long.**

That's where we can help. Our range of ThermoKare service agreements enables you to choose the exact solution you need to keep your fleet utilisation UP and your personal time commitment DOWN.

ThermoKare service agreements allow us to apply our expertise in keeping your equipment performing at its optimum and so allowing you to focus on your business.

## YOUR BENEFITS

### UPTIME & PEACE OF MIND

- **Uptime maximised** – we will keep your fleet running round the clock with maximum efficiency
- **Rapid 24/7 breakdown response** – peace of mind and no surcharges
- **Equipment performance optimised** – regular inspection and maintenance by experts
- **Operational efficiency maximised** – regular unit software updates
- **Environment and cargo protected** – annual refrigerant leak test
- **Pinpoint temperature management** – annual sensor calibration
- **Resale value protected** – regular maintenance with genuine Thermo King parts
- **Unit upgrades** – we can fit and cover Solar Panel, TouchLog, Ultrasonic Fuel Sensor and more
- **Your choice of service location** – we can work at your site or ours
- **All the benefits of world class service** – 24/7/365 coverage at over 500 authorized sites plus ThermoAssistance call service

### FLEET MANAGEMENT & ADMINISTRATION

- **Your time maximised** – centralised billing and administration plus all-in-one invoicing
- **Total visibility & control** – choice of TrackKing subscriptions programmes to track, control and record your operations
- **Easy access records** – all the contract and service data you need is kept safely and available on iKare

### PHARMA SOLUTIONS

- **Pharma-ready service** – Good Distribution Practice (GDP) renewal every three years
- **Pharma-prioritised assistance** – fast lane support to get you back on the road

# You decide what's best for your business

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When it comes to running your business, you know what's needed. That's why we offer a flexible range of services, providing everything from basic maintenance to a full-on package of support, that can be completely tailored to your needs.

## ComfortPlus

### COMFORTPLUS

Enjoy our full range of services with a package that covers all the costs of parts and service, scheduled or unscheduled. By eliminating unexpected costs, your budgeting is made simple and dependable. We will customise your programme to suit your needs, based on the number of units, operating hours and the contract duration.



#### THE KEY FEATURES OF COMFORTPLUS:

- ThermoKare takes full responsibility for all scheduled or unscheduled maintenance, servicing and repairs
- International breakdown coverage
- Detailed reports and service history of all registered units through the iKare customer portal
- Customised contract with levels of support adapted to the needs of your business and budget

## MaintenancePlus

### MAINTENANCEPLUS

MaintenancePlus provides a cost-effective service to fully cover the scheduled maintenance of your fleet. The risk of costly unscheduled services is reduced and fleet efficiency is increased, uptime is maximised and your equipment will command a higher resale value.



#### THE KEY FEATURES OF MAINTENANCEPLUS

- Periodic maintenance in line with the manufacturer's maintenance recommendations
- Service schedules for all registered units with e-mail reminders
- The expertise of Thermo King Certi-Tech professionals will maximise uptime for your vehicles
- Immediate credit granted by all Thermo King dealers, standardised pricing and consolidated invoices with detailed reports

# PharmaAssist

## PHARMAASSIST

This solution offers you the comfort of our full range of services: all the benefits of scheduled maintenance on your fleet and full coverage in case of breakdown. Inspections and services are adjusted to meet the GDP guidelines, including the compulsory annual 3-point-sensor calibration. Due to the sensitivity of the cargo, we secure prioritised treatment and follow-up in case of breakdown.



### THE KEY FEATURES OF PHARMAASSIST:

- Covers all costs of parts and services, whether scheduled or unscheduled, at any authorized Thermo King dealership
- International breakdown coverage
- Detailed reports and service history of all registered units through the iKare customer portal
- Allows you to verify the next planned inspection, service or calibration
- Pharma-prioritised assistance

## MAKE LIFE EASY WITH THERMOKARE SERVICE AGREEMENTS

### 1 TAILOR-MADE SOLUTIONS

Because your business is unique, ThermoKare service agreements can be customised and adapted to suit your needs and your budget. Our packages range from simply providing your scheduled maintenance right up to delivering a complete risk-free, worry-free solution.



### 2 OPT FOR REAL-TIME MONITORING

By adding a Thermo King Connected Solutions TracKing subscription to your ThermoKare service agreements you will have real-time temperature, location and alarm notifications as well as detailed reports 24/7/365 sent directly to a laptop, tablet or smartphone. Getting connected means maximising efficiency and reducing the risk of cargo loss.



### 3 EASY PAYMENT

Forget messy invoices from different suppliers. We will combine everything in one invoice. And you get to choose the payment cycle that best suits your needs: monthly, quarterly, yearly, upfront or even based on actual running hours.



# Select the best plan for your business

The following table lays out the benefits that come with each plan. And there's more choice: for example, a TracKing subscription is available at three levels: Connect & Track, Connect & Set, Connect & Control.

YOUR VALUE	YOUR BENEFITS
<p><b>UPTIME &amp; PEACE OF MIND</b></p>	SCHEDULED INSPECTIONS & MAINTENANCE
	FULL BREAKDOWN REPAIRS
	INTERNATIONAL BREAKDOWN COVERAGE
	ANNUAL LEAK TEST
	ANNUAL SENSOR CALIBRATION
	THERMO KING GENUINE PARTS
	SOFTWARE UPDATES
	TRAVEL FOR MAINTENANCE
	CALL-OUT AND OVERTIME
	TRAVEL FOR REPAIRS
	UPGRADE COVER*
<p><b>FLEET MANAGEMENT &amp; ADMINISTRATION</b></p>	TRACKING SUBSCRIPTION**
	SERVICE NOTIFICATION (IKARE)
	ACCESS TO ONLINE ASSET MANAGEMENT SYSTEM (IKARE)
	ADMINISTRATION & CENTRALISED INVOICING
	PERIODIC INVOICE OPTIONS (MONTHLY/QUARTERLY/YEARLY/UPFRONT)
	HOURLY BILLING
<p><b>PHARMA SOLUTIONS</b></p>	GDP RENEWAL VALIDATION (EACH 3 YEARS)
	PHARMA PRIORITISED ASSISTANCE AND NOTIFICATION

\* Available unit upgrades may vary depending on the selected unit

\*\* TracKing subscription and 24/7 Fleet Monitoring require relevant Thermo King Connected Solutions installed

## THERMOKARE SERVICE AGREEMENTS

ComfortPlus	MaintenancePlus	PharmaAssist
●	●	●
●		●
●		●
○	○	○
○	○	3-POINT-SENSOR CALIBRATION
●	●	●
●		●
○	○	○
●		●
●		●
○		○
●		●
○	○	○
○	○	○
●	●	●
●	●	●
●	●	●
●	●	●
○	○	○
		●
		●

● Included    ○ Option



**CALL YOUR DEALER OR**

**EMAIL US TODAY AT [TKTKSUPPORT@TRANETECHNOLOGIES.COM](mailto:TKTKSUPPORT@TRANETECHNOLOGIES.COM)**



**TO DISCUSS THE PERFECT PLAN FOR YOU.**



 **THERMO KING**

Thermo King – by Trane Technologies (NYSE: TT), a global climate innovator – is a worldwide leader in sustainable transport temperature control solutions. Thermo King has been providing transport temperature control solutions for a variety of applications, including trailers, truck bodies, buses, air, shipboard containers and railway cars since 1938.

For further information  
[www.europe.thermoking.com](http://www.europe.thermoking.com)

Find your nearest dealer on  
[dealers.thermoking.com](http://dealers.thermoking.com)

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