



**Our uptime
program keeps
you on the road**

 **BLUE TRACK PROGRAM**
by THERMO KING



WE TREASURE YOUR (UP)TIME

The ability to reduce downtime, both planned and unplanned and boost vehicle utilization is vital for any transport company. Introducing Blue Track: an uptime program that keeps you on the road.

With the Blue Track Program, our uptime experts have doubled down on Thermo King's commitment to **keeping you and your fleet on the road, running for longer, and earning for longer.**

Thermo King's Blue Track teams support your fleet with a **complete collection of best-in-class services** – designed to boost the availability of refrigerated vehicles and backed by technical expertise.

DID YOU KNOW...?

- Vehicle downtime costs you €1,250 per day on average
- Maintenance and related downtime for refrigerated systems loses the industry more than €2 billion each year
- Approximately 80% of the costs of unscheduled downtime are unrelated to the repair itself
- 50% of the costs incurred by transport fleets are connected to the operational fees associated with unscheduled downtime, including lost loads

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BLUE TRACK PROGRAM WIDE RANGE OF UPTIME SERVICES



**With Blue Track,
you can count on:**



**24/7 FLEET ALARM
MONITORING**



**REMOTE TRIAGE
AND EXPRESS
SERVICE**



**FASTER DIAGNOSIS,
FASTER REPAIRS,
AND FIRST-TIME
SOLUTION**



**PROACTIVE
MAINTENANCE
AND REPAIR**



**CONSISTENT
SERVICE
EXPERIENCE**



**IMPROVED
CUSTOMER
COMMUNICATION**



**FLEET
UTILIZATION
ANALYTICS**

Central monitoring

To offer complete peace of mind, the Blue Track uptime program provides 24/7 oversight of your entire fleet. In addition to this extensive coverage, you'll also be able to access call center support in the event of an alarm being triggered – and receive expert recommendations to guide your response. With our analytics reports, you'll improve the utilization of your fleet.

24/7 fleet visibility through TrackKing™

Utilizing Thermo King Connected Solutions, this service enables you to monitor a wide range of factors relating to fleet performance – and to do so in real-time. With the data consolidated on a central platform, your business will benefit from a remote view of individual vehicle and refrigeration unit status.

Preventative maintenance

These capabilities, delivered in-dealership and by mobile resources, use the telematics data gathered to increase repair efficiency by 5-15%. In addition, if any unplanned maintenance is necessary, we'll ensure the workshop time is scheduled and performed with minimal impact on your operations.

Consistent service experience

A smart service that helps further reduce waiting times for unscheduled repairs. In this scenario, you simply get in contact (if we've not contacted you already) and are directed to the optimal service location – based on issue criticality, dealer proximity, dealer capacity, and parts availability.

Improved customer communications

Not a service but a commitment that runs through Blue Track. You'll experience the results through timely updates when any activity is required or underway. Updates that include reminders, notifications of progress and milestones reached (e.g. 'repair has begun'), and announcements of work completed. This information is delivered via text and email to keep you informed every step of the way.

WE'LL GO THE EXTRA MILE, SO YOU DON'T HAVE TO

Our team of Blue Track uptime experts gladly provides solutions to your most pressing day-to-day concerns. They are always at your side to boost your uptime while helping your drivers perform to the best of their abilities. Ready to meet your biggest supporters?



"I HELP YOU ANTICIPATE AND ADDRESS POTENTIAL ISSUES."

- Data Analyst

From fleet monitoring and remote triage to proactive maintenance, I help minimize any unwelcome surprise. I cover your operations 24/7 and ensure that you'll always have access to the right maintenance and repair resources wherever and whenever you need them.

"I PUT YOUR INVESTMENT TO WORK."

- Service Solutions Expert

By transforming the availability of your refrigeration units to boost ROI and increase fleet utilization by 5%. But we don't stop there, by prioritizing a fast, first-time fix of any problem, your drivers will have more time to deliver and earn.

"I KEEP YOUR UNITS RUNNING FOR LONGER."

- Workshop Manager

Literally. Thanks to the technical expertise we have brought together in the Blue Track team, our uptime services enable you to minimize both planned and unplanned downtime by 15-20%.

"I TRANSFORM YOUR SERVICE EXPERIENCE."

- Communications Manager

From directing you to the most suitable Thermo King dealer to ensuring parts availability, I'll fast track any activity and stay in touch once your diagnosis is done. I'll notify you of the parts and technician time needed to complete any work, provide a detailed quote, and an estimated time to complete by our remote triage team.

"I PROVIDE EXPERTISE WHERE YOU NEED IT MOST."

- Customer Support Specialist

If you partner with the Blue Track team, I'll give you immediate access to the latest diagnostic know-how and implement enhanced mobile service capabilities.

ENHANCING UPTIME THROUGH BLUE TRACK SELECT DEALERS

Experience a new level of excellence through the Thermo King dealer network.

What makes our Thermo King Blue Track a truly unique offering? Our **dealer network**. What our dealers offer is a comprehensive mix of skills, experience, and practical know-how that you can depend on to keep your fleet in optimal condition.

Blue Track Select dealer certificates

These labels are earned by our dealers after they've actively demonstrated their ability to deliver a range of **advanced capabilities** such as 24/7 availability, mobile service van coverage, certified technicians, fast turnaround times and, genuine parts availability.

Also, we measure the performance of our Blue Track Select dealers **against a pre-defined set of KPI standards**, including dwell time, 24/7 case acceptance, and technician certification.



EXTENSIVE COVERAGE

With over 500 authorized service points in 75 countries

24/7 AVAILABILITY

Where you can call on support any time of day or night

TECHNICAL EXPERTISE

Thermo King dealers can call upon a powerful array of advanced diagnostic tools

PRODUCT KNOWLEDGE

Our technicians are fully skilled in all transport refrigeration products, including diesel and electric

ALWAYS-ON ACCESSIBILITY

With Blue Track, skilled technical support is only a phone call or text message away

GENUINE PARTS

Be confident that every part our dealers use has been extensively tested and conform to world-class standards

SIGN UP FOR OUR UPTIME CONTRACTS

Your entry-ticket to a multitude of Blue Track advantages.

Unlock world-class uptime capabilities

Add a 'non-risk package' that offers complete peace of mind with predefined fixed costs, and the assurance of consistently outstanding service levels across Europe.



OPTIMIZE FLEET EFFICIENCY



MINIMIZE OPERATING COSTS



ASSURE THE RESALE VALUE OF ASSETS

The service package that will take your fleet to the next level

Acquire the Blue Track service commitment that delivers **streamlined uptime protection** through simplified management, proactive maintenance, top-quality parts, and the expert service of Europe's largest dealer network.

CHOOSE THERMO KING BLUE TRACK FOR:

Reduced downtime

Maximize fleet utilization each and every day

Proactive maintenance

Ensure issues are fixed before they become problems

Service accessibility

Benefit from a more efficient maintenance experience

Reduced dwell time

Have the right parts and technicians ready and waiting

Central monitoring

Rely on 24/7 coverage, remote triage, and call center support to respond instantly to any alarms

Expert diagnostics

Determine cause and solution for an immediate response

First-time fix

Be confident you're always heading to the most suitable workshop



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 please visit:
www.europe.thermoking.com

Find your nearest dealer on
dealers.thermoking.com

