

# COLD WEATHER SERVICE



**You rely on us to build it, now count on us to service it. By implementing a service and maintenance program, you will substantially increase the return on your product investment.**

Chromalox understands that every degree matters, and when it comes to cold weather service we know how to launch your systems for successful operation through the toughest of seasons. With the broadest selection of cold weather products in the industry, Chromalox is there for you with pre-season planning and preventative maintenance services.

We'll help you to avoid unplanned downtimes that can occur due to winter weather. Our service package ensures proper equipment operation before the cold weather strikes. This added degree of security provides confidence that the heat will flow when you turn the switch.

### Applicable products:

- Large tank
- Convection
- Blowers
- Heating Cable
- Comfort Air and Radiant

	Pre-Season	Pre / Mid-Season	Premium
<b>Preventative Maintenance (PM) Visit(s) / Year</b>	1 On-Site Visit* 8x5	1 On-Site Visit, Extended Availability Hours** 24x7	2 On-Site Visits, Extended Availability Hours** 24x7
<b>Reporting</b>	Equipment Checklist, Operating Conditions, Recommended Maintenance	Equipment Checklist, Operating Conditions, Recommended Maintenance	Equipment Checklist, Operating Conditions, Recommended Maintenance
<b>Call Center Support</b>	Dedicated 1-800 Line*	Dedicated 1-800 Line*	Dedicated 1-800 Line, 24x7 Support
<b>Guaranteed Emergency Response Time</b>	On-Site Response – Travel & Labor Costs Included* 8x5 (within 5 business days)	On-Site Response – Parts, Travel & Labor Costs Included* 8x5 (within 3 business days)	On-Site Response Time Within 24-Hours – Parts, Travel & Labor Costs Included**
<b>Parts Price</b>	Current Price	Premium Discount	Included
<b>Parts Availability</b>	Standard Lead Time	Expedited <5 Days	Priority Stocked

\*Monday - Friday, 8am - 5pm, Excluding Holidays

\*\*7 Days a Week, Any 8 Hour Period, Excluding Holidays

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