



THERMO KING

ThermoKare

ThermoKare Service Solutions

The road to peace of mind

- *Optimise fleet efficiency*
- *Minimise operating costs*
- *Maximise re-sale value*





“Choosing a ThermoKare service solution is a simple stress-reducing strategy”

Service is about providing solutions to meet your needs.

The ThermoKare service solution portfolio from Thermo King is a selection of customised programs to satisfy the needs of your business and those of your national or international customers.

The service solutions are designed to optimise the efficiency of your fleet, minimise operating costs and maximise the re-sale value of your equipment. Choosing a ThermoKare program will allow you to eliminate non-core tasks from your daily business operations, such as maintenance planning, scheduling, invoice interpretation and general fleet administration, to an ‘all-risk package’ offering complete peace of mind and predefined fixed costs, with assurance of a consistent service level.

Our experts will analyse your fleet requirements and recommend the most suitable service agreement. Once you have selected a program, your equipment will receive regular inspection, preventative maintenance, and proper calibration. Potential problems will be prevented before they occur.

And when it comes to the cost, the best surprise of all is no surprise. You choose your level of coverage so you know exactly which services and parts are covered.

All our service solutions include:

- + Centralised billing
- + Reduced administration
- + Immediate credit approval
- + Emergency road service – 24/7
- + Blanket Coverage - over 300 authorised service points
- + Expertise of over 1300 certified technicians
- + Software updates
- + Convenience – work can be performed at any Thermo King dealer
- + Consistent use of genuine Thermo King parts
- + Online Fleet Management system (iKare) showing all customer & service data
- + Preventative maintenance reminders

Contact your local dealer today and find out how we can help drive down your costs. E-mail: tktksupport@eu.irco.com

The package

The Maintenance Plus solution enables operators a cost-effective maintenance schedule and covers the preventative maintenance of your fleet, as subscribed by the manufacturer. Maintenance Plus customers enjoy immediate credit granted by all Thermo King dealers, standardised prices, and consolidated monthly invoices with detailed reports.

The benefits

The risk of costly unscheduled services is reduced and efficiency is increased. Maintaining your unit on a regular basis maximises your uptime, assures standard labour times, fixed European parts pricing and country specific labour rates.

Online fleet management

For each of our service solutions you have the benefit of our online fleet management system iKare: for fleet & service status, invoice status & Excel reports.

The added value

Units with full service records command a higher resale value.

With Maintenance Plus you can count on:

Maintenance work

Periodical maintenance is covered, in line with the maintenance recommendations provided by the manufacturer.

Fleet service scheduling

Service schedules are agreed for all units and e-mail reminders are sent to the operator and the local dealer.

Optimal performance

Services can be carried out at any of the 300 plus dealers. Thermo King Certi-tech professionals will carry out regular preventative services, on a schedule designed to maximise up-time for your vehicles. While your refrigeration unit is being inspected, your dealer can offer a choice of optional extras or repairs.



The package

The Assistance Plus solution is specially designed for customers who have invested in their own workshops for conducting routine maintenance work (complete and interim maintenance programs/inspections). At the same time with Assistance Plus all necessary repairs are covered.

The contract

Coverage via the Assistance Plus solution is available in 3- to 8-year contracts and for various operating hours per year.

With Assistance Plus you can count on:

Service reminders

Service due-date reminders can be sent out by ThermoKare or your dealer if requested. Services are carried out by your own workshop.

Peace of mind

All components and labour that are not part of the maintenance plan are covered by Assistance Plus. The official terms and conditions of our 24-month warranty are applicable.

Validation

A mandatory annual audit inspection by an authorized Thermo King Dealer verifies that the required complete and interim maintenance programs and inspection have been carried out in accordance with the terms of the contract.



The package

As the name implies, the Comfort Plus solution offers you the comfort of our full range of services: all the benefits of Maintenance Plus and Assistance Plus. With one major bonus: no surprises. The package covers all the costs of parts and services, whether scheduled or unscheduled, and regardless of the authorized Thermo King dealer used. Comfort Plus provides complete flexibility, with customized programs meeting the operator's needs, based on the number of unit operating hours and the contract duration.

The benefits

Budgeting and cash-flow planning become entirely predictable, and the risk of incurring any unexpected costs is completely eliminated.

The added value

Comfort Plus also offers fleet managers a wide range of detailed reports, such as the number and locations of unscheduled services, information on parts supplied, etc.

Like all service solutions with Comfort Plus you enjoy full access to the iKare Thermo King portal where the status of any of your units can be checked.

With Comfort Plus you can count on:

Risk elimination

ThermoKare takes full responsibility for all preventative maintenance, servicing and repairs.

Fleet management

Detailed reporting by unit on all scheduled and unscheduled services.

Service history

Access to the service history of all units through the iKare customer portal website.

Flexible support

Each contract is customised, and levels of support can be adapted to the needs of your business and budget.



- + Tracking hardware
- + Communication costs

The package

FleetKare Plus is our top service solution. It can be combined with or added on any of the other service solutions in the ThermoKare portfolio. The package includes a service contract of your choice (Maintenance Plus, Assistance Plus or Comfort Plus) with our additional hardware called Tracking, our communication system for real-time monitoring of your equipment.

The benefits

FleetKare Plus enables fleet owners and dealers to use the TracKing information to view a unit's service and fault codes. This information can then be used to reduce unexpected downtime.

Enjoy the special pricing for our value package!

If you choose our Comfort Plus solution in combination with FleetKare Plus.

TracKing Fleet Management System **TracKing**

Benefits at a glance

TracKing is an innovative, easy to use on-line system that gives you or your dealer visibility on your fleet from a desktop.

Having a dashboard of cost critical and real time information on temperature, location, alarms increases their operational efficiency of the fleet and reduces incidences or service interventions.



THERMO Assistance

THERMO Assistance is a multilingual 24-hour telephone breakdown assistance service throughout Europe that puts you in direct contact with an authorised Service Dealer whenever you require one.

Help at the end of the phone

- In your language.
- No payment at point of repair for customers with a ThermoKare contract.
- Guaranteed parts and service quality.
- Customers invoiced in their own currency - no matter where repairs are carried out.
- TELEPHONE international 00800 80 85 85 85*

*Limited European coverage through mobile phones. Alternative, local contact-numbers are available

iKare

For each of our service solutions you have the benefit of our online fleet management system iKare: for fleet and service status, invoice status and excel reports.

Fleet management

The iKare customer portal enables you to manage your fleet online. Activating and deactivating units, moving units from one depot to the other – all just a mouse-click away.

Full service history

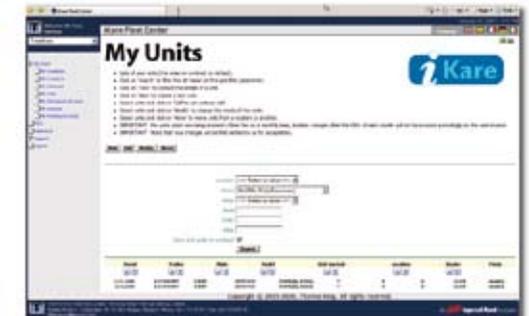
A complete service history gives you a clear overview of all work carried out on each unit.

Scheduled services for your entire fleet

iKare assists fleet managers in scheduling upcoming services and identifying possible risks due to missed services.

Invoice and data collection

iKare handles all of the administration required to monitor and manage your fleet by providing information when you need it.



What 's included in the service agreements?

What is included?	Maintenance Plus	Assistance Plus	Comfort Plus
Centralised billing	✓	✓	✓
Immediate credit approval	✓	✓	✓
iKare online system	✓	✓	✓
Service scheduling reminders	✓	✓	✓
Software updates	✓	✓	✓
ThermoAssistance: 24/7 breakdown assistance	✓	✓	✓
Extended Warranty covered by ThermoKare		✓	✓
Interim inspection (TK A-inspection) including oil & coolant	✓		✓
Complete maintenance (TK B-inspection) including oil & filters, coolants	✓		✓
Top up lubricants	✓		✓
Belts			✓
Repair parts			✓
Warranty parts	✓	✓	✓
Troubleshooting	Optional	✓	✓
Repair labor time		✓	✓
Warranty labor time		✓	✓
Call out and overtime		✓	✓
Annual refrigerant check		✓	✓
DAS or CargoWatch repair		✓	✓
TracKing - Hardware	In combination with FleetKare Plus		
TracKing - Communication			
TracKing - Traffic cost			
HACCAP sensor calibration	Optional	Optional	Optional
All Thermo King accessories	Optional	Optional	Optional
Fuel repairs (out of fuel / dirty fuel)			
Collision, misuse, damages, corrosion and theft			

Freedom of choice:

- Service agreements can be set up between you and your dealer or you and Thermo King. Your local dealer or Thermo King will act as the main contact point and partner in all planning, administration, management information and financial arrangements.



ThermoKare allows you to budget and plan for the future by giving you fixed costs for maintenance and/or repairs, real time fleet analysis and accurate maintenance forecast scheduling.

ThermoKare gives you the flexibility to react quickly and to keep your fleet moving while ensuring total control with fixed cost operation.

Under a Thermo King ThermoKare contract we guarantee that we will manage YOUR fleet as if it is OUR OWN.

And because you always have a single point of contact, we are with you ... all the way.

For more information about ThermoKare, please e-mail us at tktksupport@eu.irco.com





Ingersoll Rand (NYSE:IR) is a world leader in creating and sustaining safe, comfortable and efficient environments in commercial, residential and industrial markets. Our people and our family of brands— including Club Car®, Hussmann®, Ingersoll Rand®, Schlage®, Thermo King® and Trane®—work together to enhance the quality and comfort of air in homes and buildings, transport and protect food and perishables, secure homes and commercial properties, and increase industrial productivity and efficiency. We are a \$13 billion global business committed to sustainable business practices within our company and for our customers.

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