

Liebherr Commercial - emergency after-hours service procedure

If your customer requires emergency after-hours service on any Liebherr Commercial products, we have a number of Service Agents based in the capital cities able to provide support within the defined metro areas, see below contact phone numbers to access emergency service.

VIC - Melbourne	Upright Refrigeration	0458 444 010	Melbourne metro area
NSW - Sydney	Rob Allen Refrigeration	02 9707 3337	Sydney, Central Coast, Wollongong
ACT - Canberra	O'Connor Commercial Refrigeration	02 6253 9444	Canberra and surrounds
QLD - Brisbane	Cold Chill Refrigeration	1300 732 747	Brisbane, Gold Coast, Sunshine Coast
SA - Adelaide	Equipserve Solutions	0419 422 270	Adelaide metro area
WA - Perth	Allen Air Refrigeration	08 9524 6534	Perth metro area

Service agents can provide support for products both under warranty (5 years from date of receipt of goods) and outside the warranty period and will require key information from your customer to be able to proceed. This information is important to ensure the job can be completed and all costs reconciled through Andi-Co or the customer themselves.

Please gather the following information from your customer, to be able to provide to the Service Agent:

1. Customer details

- a. Business name
- b. Address
- c. Contact name
- d. Phone number
- e. Email address

2. Product details (see below, details can be taken from the internal product label)

- a. Model number
- b. Service number
- c. Serial number



3. **Proof of purchase** (only for products under Andi-Co 5-year warranty)
 - a. If this can't be provided or be sighted by the Service Agent prior to or at the location of the service job, the service will be charged directly to you or your customer.

4. **Short description of the issue** / what is happening with the product.

The service agent is authorised to proceed in contacting the customer and arranging for the appropriate service, with the above information along with action taken, parts used and costs, sent to Andi-Co Service on the following first working day. Andi-Co will create a Service Job and send the Job # back to the agent for invoicing.

NOTE: if the service is performed under warranty (validated per Proof of Purchase), all costs are borne by Andi-Co. If the service is outside of the warranty period, the customer should contact the service agent of their choice, recommended but not necessarily from the authorised agents listed in this document, and all costs are borne directly by the customer. Andi-Co are not involved in this transaction.