

## Service Log Book for all new units

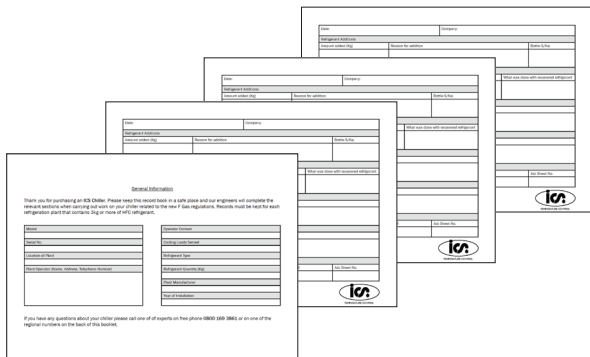
As a new addition to ICS Service from January 1st 2010 all new chillers and maintenance contracts from ICS Service will be issued with a service log book.

### Service Log Book

To monitor the servicing of your unit(s) ICS Service are issuing service log books. They are intended to be used in the same manor as a car service log book, to keep a record of your equipment service history and compliance to the new F Gas regulations.



Therefore please keep yours in a safe place, as an engineer will update your log book when visiting your site.



### Service Support

As a nationwide supplier of refrigeration service we have engineers located throughout the UK to keep your equipment running 24/7. Our engineers are fully trained, experienced and prepared to resolve most maintenance problems on a first visit.

### Benefits to you

Maintenance contracts allow customers to take advantage of further Service benefits, these include:

**Prioritised Calls** -We can supply you with a faster response time, reducing your downtime, maintaining your productivity and reducing costs.

**Discount Parts/Labour**- As a contract holder you will receive discounts on parts, labour and mileage to keep you running smoothly for less.

**Maintenance**- Included in your contract is preventative maintenance reducing the risk of breakdown.

**24/7 Service Desk**- To avoid any unnecessary downtime we have equipment repair and technical support available 24/7 to support your equipment.

**Technical Support**- Instant advice is available to solve your problems at your convenience.

### 24 Hour Support

ICS Service has a centralised customer service desk, open 24 hours to respond quickly to any fault or problem you may have.

To contact ICS Service for any after sales enquiry please call on free phone 0800 169 3861 or email [info@icstemp.com](mailto:info@icstemp.com)