

HOW TO USE BROMIC EXTRA CARE SERVICE

To provide the best support for you, it's important we understand the level of service your Bromic product needs. Simply call us on 1300 276 642 and let us know if you require a **Priority A** or **Priority B** service, and our customer service team will take care of the rest. It's that easy.

A

PRIORITY A SERVICE

When the unit IS NOT performing its primary function such as cooling or heating, or presents an OH&S or food safety risk.

B

PRIORITY B SERVICE

When the unit is performing its primary function, and presents no OH&S or food safety risk. i.e. lights, gaskets, locks, door adjustment

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SERVICE CALL PLACED BEFORE MIDDAY

Priority A - Technician to attend site within 4 hours

Priority B - Technician to attend site within 8 business hours

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SERVICE CALL PLACED AFTER MIDDAY

Priority A - Technician attends site before midday on the following business day

Priority B - Technician attends site before 4pm on the following business day