



We understand the necessity of having your equipment performing properly. Backed by guaranteed response times, no limiting hours for service, additional warranties and more, **Service First™** offers the most comprehensive service program in the foodservice industry and will ensure your equipment is back in operation immediately.

## Key features of Service First™

- 6 hour response by a Southbend **Service First™** Technician.
- Guaranteed locally stocked parts and van kits at our **Service First™** Agency.
- Service is provided 24 hours a day, 7 days a week at no additional cost.
- 1 year warranty on all Southbend **Service First™** installed parts.
- One no-cost performance check prior to warranty expiration.

## Stay at Ease

**Service First™** benefits will continue after warranty expires provided you continue to use our authorized **Service First™** agency. Benefits are:

- 6 hour response by a Southbend **Service First™** Technician.
- Guaranteed locally stocked parts and van kits at our **Service First™** Agency.
- 1 year warranty on all Southbend **Service First™** installed parts.

\*S-Series, Bronze Ovens, and Steam products are not eligible for the Service First™ program.

At Southbend we believe purchasing our equipment means as much about the function and durability as the team that will continue to stand behind it and service it for years to come. **Service First™** is a program created by Southbend, that ties together you, our customer, and the factory with a select group of industry service professionals. **Service First™** providers are committed to responding to Southbend customer issues first, having parts available and on hand, and ensuring problems are resolved the first time. Select group of **Service First™** Agencies are technically trained on Southbend equipment and have committed to a full complement of stocked parts. This means issues are addressed correctly the first time with as little down time as possible. An unique enhancement of the **Service First™** program are customers continuing to use the **Service First™** Agency will enjoy many of the same program features and benefits after warranty expires.

- John Perruccio, President - Southbend

