



PROFROID CUSTOMER SUPPORT

THERE'S NOTHING MORE PRO FOR YOUR REFRIGERATION UNITS

At PROFROID, we're not just refrigeration machine specialists, we are specially trained experts ready to support and service your machines. **Our mission** is to provide **the highest level of PROFROID customer support**.

PROFROID'S customer support is available to help at any of the sites where our products are installed in France, Europe, the Middle East and Africa.

Our aim is to support you throughout the life of your machines.

PROFROID

DISCOVER OUR 7 SERVICES DEDICATED TO YOU!

OUR EXPERTS ARE AT YOUR DISPOSAL FOR:



01. COMMISSIONING ASSISTANCE

Our experts are with you from start to finish.



02. AUDITS AND TRAINING

Get the most out of your installation and refrigeration with our audits, training courses and website.

Contact us: hotlinesav@carrier.com



03. CONTRACTOR VISITS AFTER COMMISSIONING

At the end of each visit, you will be sent a manufacturer's analysis covering more than a year and a customised report including functional analyses, readings, comments and any recommendations.

This report will be sent a few days after the visit.



04. MONITORING THE INSTALLATION

Once the system is up and running, you can take advantage of our support package, which includes an annual subscription and a special router so that we can access your system remotely from time to time, while you're at the site or on a hotline call.



05. ADVICE AND REPAIRS

- Remote diagnostics
- Request a quote
- Request a visit

● Tel. Northern regions: +33 (0)4 42 18 05 35

● Tel. Southern regions: +33 (0)4 42 18 32 45

Contact us: hotlinesav@carrier.com



06. SALE OF SPARE PARTS

For all component quotes:

- France spare parts service: parts.profroid.france@carrier.com
- Export spare parts service: parts.profroid.export@carrier.com



07. REGULATORY MONITORING

For your PED regulatory document requests

Contact us: ped_customer@carrier.com

PROFROID