

**cool**  
by Carrier

**ONECALL™ SERVICE**

**24/7 assistance:  
we're just one call  
away**



**Carrier**  
**TRANSICOLD**

Whether you need breakdown support in your own country or internationally, with oneCALL™ service our team is on hand to get you back on the road as soon as possible, 24/7/365 with minimum hassle.

### SIMPLE ACCESS

With just one number to remember:  
**00800 CARRIER1** (00800 22774371)\*, accessing oneCALL™ service is easy.

\*Backup number: 0032 11879 100

We also take care of administration such as handling payments and currency exchanges on your behalf regardless of where you breakdown, so things couldn't be simpler.



**oneCALL™**

### ONECALL™ SERVICE - ONE SOLUTION

Covering 32 countries, oneCALL™ service will connect you to a specialist who speaks your language and can ensure you quickly get the assistance you need.

### KEEPING YOU INFORMED

We understand how disruptive breakdowns can be for transport refrigeration operations especially when they occur in another country, that is why we'll keep you informed during each key step of the incident. In addition to telephone updates, you also have the option to receive live SMS and email updates, and access to online web tracker status reporting so that you can plan your business accordingly.

### SPECIALIST EXPERTISE

With access to the latest diagnostic software, specialized tools and technical literature nobody understands Carrier Transcold equipment better than our service engineers. Add to this an extensive stockholding of assured quality genuine Performance Parts and you can be assured that you really are in the hands of the experts.



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## **BEFORE CALLING ONECALL™ SERVICE**

Make sure you will be able to provide the following information:

- Your name/Company name and address
- Contact phone number where you can be reached
- Current location and destination
- Unit type
- Unit serial number
- Truck or trailer registration number
- Type of breakdown
- Type of transported goods
- Box temperature and set point

## **SERVICE CENTER LOCATOR**

Download our mobile application to locate your nearest service center.

Available for Apple®\* & Android™\*\*.

\*Apple® is a registered trademark of Apple Inc.

\*\*Android™ is a trademark of Google Inc.



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