

# Total Program of Service and Support

When you buy a Follett® ice and water dispenser, ice machine, or medical-grade refrigerator or freezer, you get a total program of service and support.

## Comprehensive warranty

- Symphony Plus™ ice and water dispensers and Maestro Plus™ ice machines
  - Three years parts and labor, five years compressor parts
- Refrigerators and freezers
  - Two years parts and labor, five years compressor parts

Call us with the serial number and we will replace the part – no forms to fill out, no distributors or parts depots to call. The part is shipped with an overnight delivery service, at no charge, the same day you call.

## Factory-direct parts

You deal directly with the Follett factory. We keep all of our parts in stock, ready to ship the same day you order. There is no middleman to add unnecessary charges or delays. Have an older model? Follett supports every model it makes for 10 years with in-stock parts.

## Toll free, factory-direct technical support at 877.612.5086

When you call for assistance, you are talking to Follett's own technical service representatives. They are dedicated to answering your questions. We even have after hours and weekend service coverage!

## Parts online at [folletthealthcare.com](http://folletthealthcare.com)

Whether you want to order parts, get parts pricing or download manuals, it's all available 24 hours, 7 days a week. Visit our online parts store for quick and easy parts ordering.

## Free technical service seminars

Full-day sessions with hands-on training are held throughout the country to train your new service technicians and update your veteran mechanics on Follett equipment.

## Comprehensive manuals and free videos

We give you all the information you need to keep your equipment running smoothly – all at no cost to you.

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