

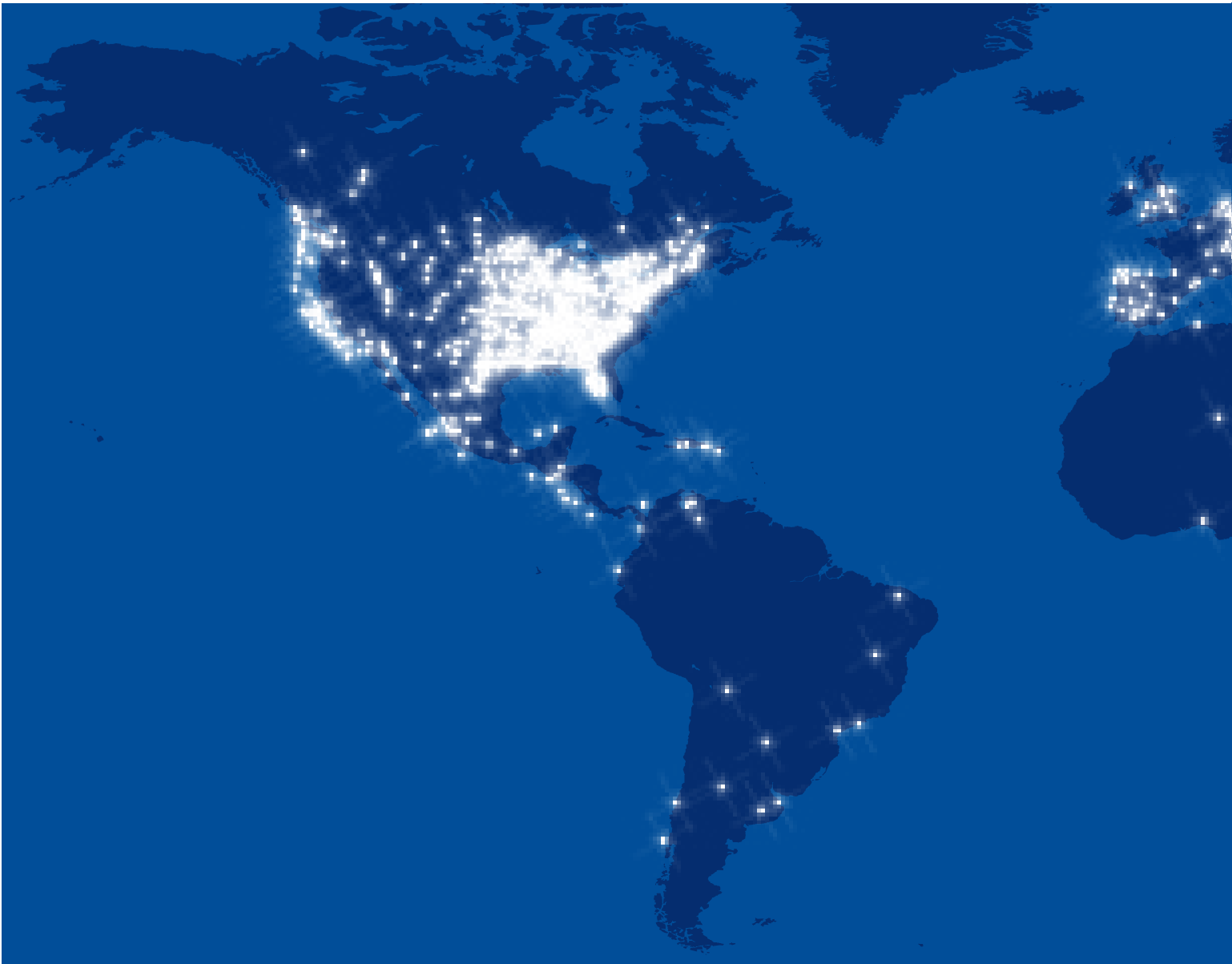


CONNECT AND PROTECT

Thermal Management Aftermarket



HOFFMAN



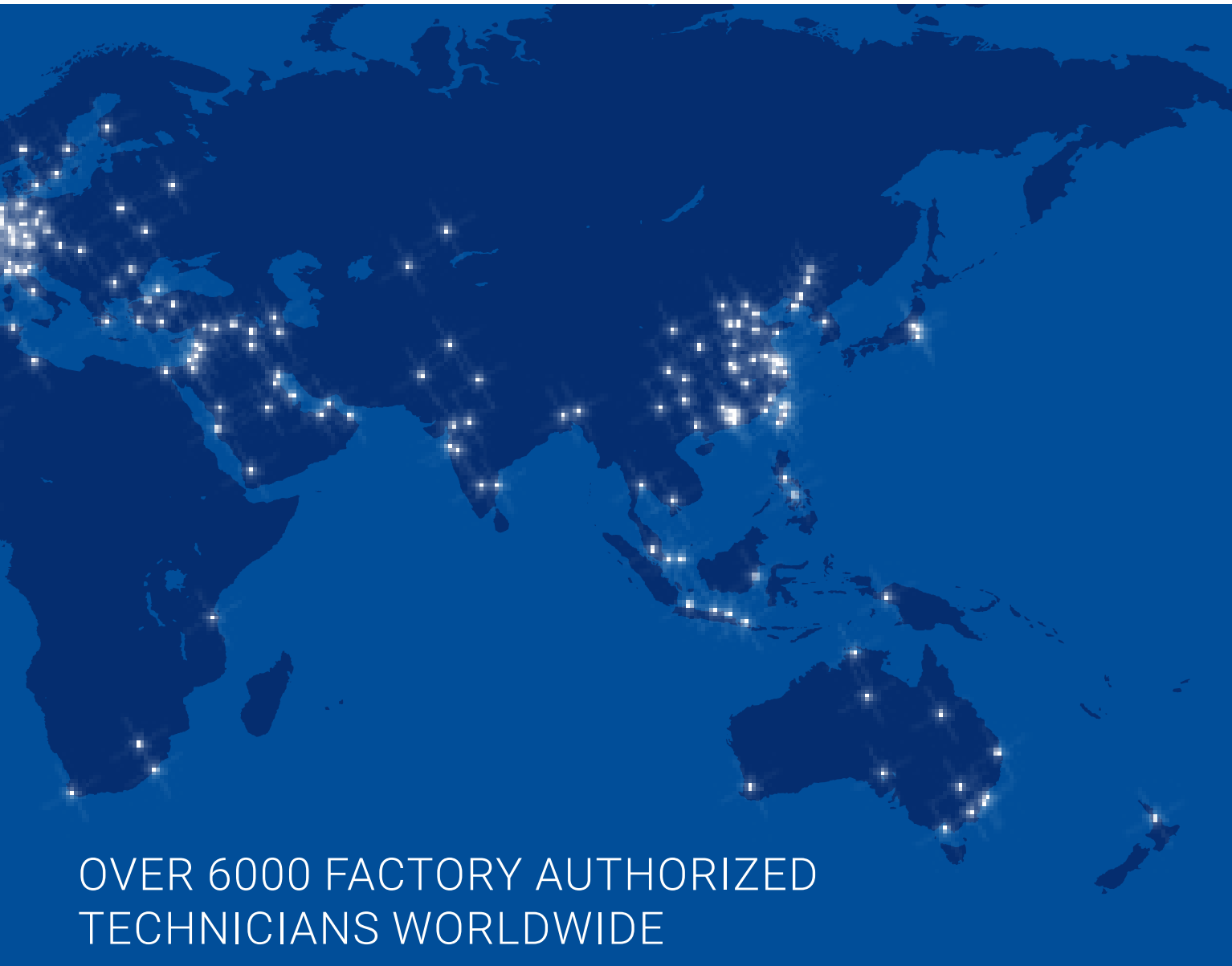
Peace-of-mind

INCLUDED WITH EVERY NVENT HOFFMAN PRODUCT

HOFFMAN cooling technology guarantees you the most complete selection of maintenance and service offerings with the industry-leading brand of cooling and thermal management solutions. That means reduced incidence of costly downtime, higher levels of overall system performance and maximum operational life for your protected equipment. You have enough things on your mind— with HOFFMAN, our product quality and complete aftermarket care keeps your equipment running.

- Localized service keen to specific area conditions that influence system performance
- More than 6,000 factory-authorized technicians worldwide
- Availability of 1,000s of parts, next-day
- Highly qualified professional technicians

1,000s
OF COOLING
SPARE PARTS
WHEN YOU NEED
THEM



OVER 6000 FACTORY AUTHORIZED TECHNICIANS WORLDWIDE

Global Coverage

STRATEGIC PARTNERSHIP FOR HIGHLY RESPONSIVE GLOBAL SERVICE

Through an exclusive partnership with Johnson-Northwest, HOFFMAN offers unsurpassed service presence and response in North America with expertise that reaches around the globe. JNW delivers full-service capabilities and complete in-and out-of-warranty service for HOFFMAN products from hundreds of local service locations.

Through JNW, HOFFMAN offers:






- Faster localized response through over 900 locations worldwide
- 24/7/365 service availability
- Factory-authorized expertise
- Replacement of competitive and obsolete models
- In-stock availability for selected HOFFMAN parts

- Coverage locations added upon request
- Ability to service most competitive products
- Global coordination of service and maintenance programs
- Expedited service and parts availability
- Extensive reporting capabilities
- Automatic email notifications of repair order status
- Online service requests



Service Plans

DESIGNED FOR YOUR LOCAL NEEDS

		SERVICE PLAN FEATURES									
SERVICE LEVELS	SERVICE PLAN TYPE	Breakdown Repairs	Standard Service	Emergency Service	Preferred Rates	Most Makes and Models	Fixed Pricing	Prescribed Maintenance	Scheduled Intervals	Spare Parts Support Kit	Swap Units
Basic Plus	Time and Material 	✓	✓	*	✓	✓					
Bronze	Extended Warranty 	✓	✓	*			✓				
Silver	Preventative Maintenance Plan 		✓		✓	✓	✓	✓	✓		
Gold	Comprehensive Service Plan 	✓	✓	*	✓	✓	✓	✓	✓		
Platinum	Complete Coverage 	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Standard Service 24 hour response
72 hours on-site

Emergency Service 4 hour response
24 hours on-site

✓ - Standard plan feature
* Optional plan feature at an additional cost

Basic Plus
TIME AND MATERIAL
Our Basic Plus plan offers enhanced time and material coverage with preferred rates. Available for HOFFMAN thermal management products and most competitive makes and models.

Bronze
EXTENDED WARRANTY
The Bronze plan offers extended warranty coverage for HOFFMAN products for a select number of years. Extends all the benefits of our standard warranty to help you reduce the risk of unplanned repair costs.

Silver
PREVENTATIVE MAINTENANCE (PM) PLAN
The Silver plan provides prescribed maintenance per HOFFMAN's 12-point checklist on a scheduled basis at a planned price. Available for HOFFMAN thermal management products and most competitive makes and models.

Gold
COMPREHENSIVE SERVICE PLAN
The Gold plan is designed to ensure you optimal performance at one calculated rate making it easy to budget your operating expenses. You can choose to receive one up front, annual or monthly billing that includes all your service needs.

Platinum
COMPLETE COVERAGE
The Platinum plan by HOFFMAN is the most comprehensive service plan designed for those customers whose thermal management is critical to their operations.

Local Service

COVERAGE YOU CAN COUNT ON



HOFFMAN offers the widest array of pre- and post-sales services and support that lets you choose the right HOFFMAN product for the job and tailor the level of assurance you need to mitigate risks and downtime. Our plans and offerings include:

- A choice of customizable service plans
- Tailored maintenance kits and field support kits
- In-house laboratory testing, validation and global agency certification services
- Training programs available to your specific requirements
- Factory reconditioning to original specifications
- Root cause failure analysis
- Factory Service Center in Anoka, MN, provides a full array of services
- Comprehensive maintenance and repair plans
- 6 month warranty on repair services
- Industry-leading custom engineering
- Standard and extended product warranties

Professional Services

HOFFMAN PRODUCTS

- Air conditioner, heat exchanger, thermal electric and accessory installation
- Technology upgrades
- Obsolete replacements

COMBINED

- Enclosure and electrical modifications for installation
- Thermal Audits
- EASY SWAP adapter plenums
- Consultative services

NON-HOFFMAN PRODUCTS

- System upgrades
- Site modifications
- Equipment retrofits
- Competitive swap outs
- Installations

Leading Support

AT YOUR FINGER TIPS

STANDARD WARRANTY INCLUDED

nVent warrants HOFFMAN brand thermal management products to be free from manufacturing defects in materials and workmanship for one year from date of shipment.*

- Convenience of on-site service available for most warranty repairs
- Warranty replacement parts shipped overnight where possible
- Expert technical support available at no additional cost
- Online service and RGA requests to expedite service when necessary
- Spare parts warranty for 90 days
- Service repairs warranted for 6 months

* Subject to certain conditions and exclusions; see warranty for full details

EXPERT TECHNICAL
SUPPORT AVAILABLE AT

**NO
ADDITIONAL
COST**



Local Availability

PARTS IN HOURS, NOT WEEKS



EXPANSIVE
INVENTORY
WITH EXPEDITED
SHIPPING
AVAILABLE
WORLDWIDE

2X
YOUR SPARE
PART WARRANTY
WHEN INSTALLED BY
HOFFMAN AUTHORIZED
TECHNICIANS

With the vast inventory and logistic capabilities of nVent, no one provides more rapid access to more spare parts. That means you're up and running faster.

In each global region, the resources of nVent let our local distributors and customers have access to large inventories of service parts, vastly reducing shipping times. HOFFMAN parts are usually available in-stock and shipped within hours.

We know downtime is costly. So for mission-critical systems, we offer expedited shipping on all HOFFMAN brand service parts, including next-day availability.

PARTS BUNDLES HELP YOU STAY PREPARED

Designed specifically for your particular HOFFMAN units and applications, our maintenance and field support bundles offer essential parts to maintain your equipment or restore operation in the event of a failure. HOFFMAN bundles can be purchased when the unit is installed or any time after the unit is put into service.

Typical Maintenance Bundle

- Consists of the consumables required to perform scheduled maintenance
- Helps keep your HOFFMAN unit operating at the highest and most efficient levels

Typical Field Support Bundle

- Consists of critical service parts in the event of a breakdown
- Tailored to your HOFFMAN model and your application
- Ideal preventative measure for strategic locations

PART BUNDLE EXAMPLES:

Maintenance Bundle

- Replacement inlet air filter
- Filter adhesive spray
- Replacement sealing gasket

Field Support Bundle

- Evaporator fan
- Condensor fan
- Switches, relays
- Thermostat

TECHNICAL SUPPORT

cooling.service@nVent.com

+1-763-422-2211

- Technical assistance
- Service and warranty support
- Specifications and drawings

AFTERMARKET SUPPORT – REGIONAL LOCATIONS

NORTH AMERICA

2100 Hoffman Way
Minneapolis, Minnesota 55303-1745 U.S.A.
Tel: +1-763-422-2211

BRAZIL

Rua Joao Marcon, 165
18550.000 – Centro
Boituva – SP
Tel: +55 15 3363 9100

EUROPE

Langenalber Straße 96-100
75334 Straubenhardt, Germany
Tel: +49 (0) 7082 794-0

CHINA

21st Floor of Cloud Nine Plaza
No. 1118 West Yan'an Road
Changning District, Shanghai
P.R. China
Tel: +86 400 820 1133

SINGAPORE

18 Boon Lay Way
TradeHub 21, #04-110/111
Singapore 609966
Tel: +65.6768.5800

Our powerful portfolio of brands:

CADDY ERICO HOFFMAN RAYCHEM SCHROFF TRACER



[nVent.com/HOFFMAN](https://www.nVent.com/HOFFMAN)