



Amtech LLC/Mobile Advantage Customer Service & Maintenance Program

Amtech Corporation/Mobile Advantage was founded on the belief that customer service before, during and after the sale is the most important thing that we can provide to keep our customers happy and our products on the road and running well.

Here are the some of the valuable services that we provide for our customers to make sure their vehicles are taken care of and are always in good working order.

- 1) We have had a long business relationship with the #1 company in refrigeration in the world “Thermo King”, and use only their proven refrigeration components in all of our high quality trucks and vans that need cold or frozen food holding capabilities.
- 2) As part of our commitment to customer service we identify the closest authorized Thermo King dealer to your location, and provide you with all of the key contact information in case your refrigeration system needs service.
- 3) We also provide our customers with a preventative maintenance guide for their Thermo King refrigeration unit to help extend the life of the system and insure that it runs as efficiently as possible.
- 4) Our high quality hot holding compartments utilize the hot water system of the vehicle to maintain a temperature of 180 degrees inside the unit, and we provide our customers with a preventative maintenance guide to make sure they get the most life out of the oven components.
- 5) In case there is ever a problem with our holding oven, we source the most reputable auto repair facility that is closest to your location in case anything needs to be checked out and /or repaired. We will have any of the necessary repair parts sent out next day air to this facility to assure that your truck is repaired in the most timely, cost effective manner possible.
- 6) We have a convenient toll free 800 number, and our customer service people are available from 7am to 5 pm PST M-F and a **weekend emergency service** number that you can call to answer any questions you might have, and to help trouble shoot any problem before having to take it to a repair facility. (The problem could be as simple as replacing a fuse).



7) We utilize Ford and GM truck and van chassis for our delivery vehicles with their 3 year 36,000 mile warranty and 5 year 100,000 mile power train and roadside assistance warranty so if there is ever a problem with the truck or van it is it is taken care of by your local GM or Ford dealer, and in most cases we will source the best and closest dealer to your location as well.

For Questions or Concerns

Corrine Mason - Customer Service (509) 877-5956

Dave Smith - Production Coordinator (509) 877-5954

AMTECH CORPORATION-MOBILE ADVANTAGE

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