

FEATURE OF THE MONTH

UP TIME

THERMO KING'S UPTIME MOBILE SERVICE PROVIDES CONVENIENCE, SAVINGS, AND PEACE OF MIND.

Factory Authorized Service, Anywhere

Time is money, and Thermo King understands the pressure customers feel to constantly increase productivity.

UpTime Mobile Service is an excellent tool for customers to do just that. With UpTime, customers can schedule maintenance in advance, allowing operators to save crucial time and avoid wasting time driving to and from a dealership location. Instead, Up Time comes to you, delivering a complete array of Thermo King parts and expert service.

Bringing the Dealership to the Customer

Thermo King UpTime Mobile Service trucks can be found across North America. Each provides the same quality parts and factory-certified service professionals you'd find at your local Thermo King Dealership. UpTime mobile trucks carry a stock of Thermo King OEM replacement parts, including belts, filters, starters, alternators, batteries, and many other maintenance items.

The box to the right shows some of the services provided by Thermo King's UpTime Mobile Service. Consider UpTime service the next time any of these need to be performed on your Thermo King units.

24/7 service - even on weekends and holidays!



UpTime Capabilities

Below are listed some of the services provided through Thermo King UpTime Mobile service. Contact your local Thermo King Dealer for a complete list.

- Pre-trip inspections
- Scheduled PM services
- Oil & filter changes
- Replace belts and hoses
- Test and repair of charging systems and batteries
- Clean fuel systems
- Refrigeration system diagnosis & repair
- Install air chutes & bulkheads
- Much more!

Service on Your Terms

Customers can schedule regular service at a preferred time and place through UpTime. Over-the-road trucks may be out of the yard for weeks at a time, and UpTime mobile trucks can meet drivers out on location without ever removing the trailer from the road.

UpTime Mobile Service is not just for emergencies - in fact, it's often used for convenience purposes. Leveraging UpTime services allows drivers to skip long waits for service and frees fleets from having to use drivers and tractors to deliver and pick up trailers while repairs are being made.

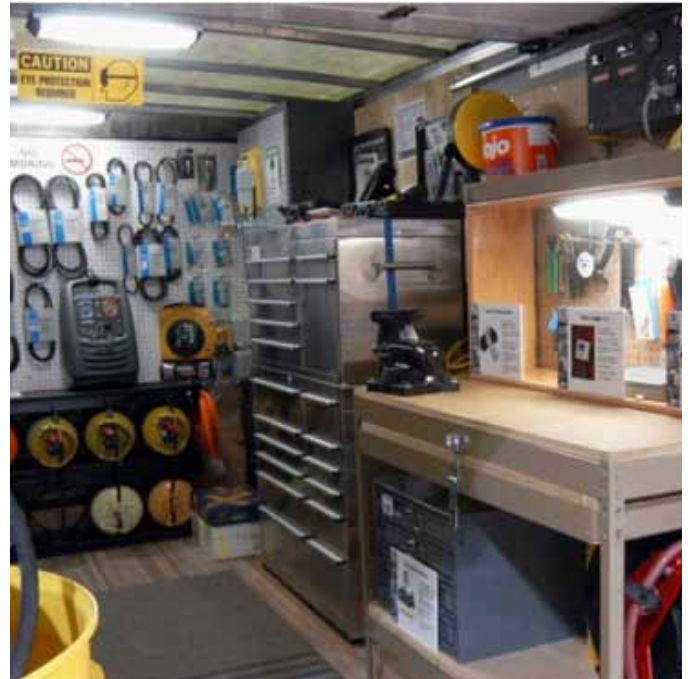
Eliminate Downtime

Thermo King UpTime trucks greatly reduce the time customers spend waiting on service and repairs, but how much does it cost to be immobile?

Take a look at the list below for all costs related to excessive downtime and consider the costs of each expense below.

Costs of Downtime

- ✓ Removing a truck from its route while waiting for repairs
- ✓ Rescheduling or cancelling deliveries
- ✓ Lost customer satisfaction
- ✓ Lost productivity
- ✓ Perishable product loss



Thermo King UpTime Mobile Service trucks are “shops on wheels”

The Thermo King Advantage

Thermo King provides premier Up Time Mobile Service. Alternative service providers will prove more expensive long term because they lack the capabilities of Uptime Service.

	TK UpTime	Other Services
Parts	Thermo King Certified Parts just like those found in TK Dealerships	“Will-Fit” parts not designed specifically for Thermo King Units
Service	TK Certified technicians with knowledge of the latest techniques	Technician has no access to the latest service bulletins, can lead to errors
Advice	Get advice from Thermo King experts who work with the product 24/7	Technician has no formal training with Thermo King Units



Feature of the Month is in iService

Previous features of the month can be found in iService. Click “Feature of the Month” under the Marketing Communications and Newsletters heading to access archived features. Be sure to look for Feature of the Month the first week of every month.