



LIFECYCLE PROGRAM

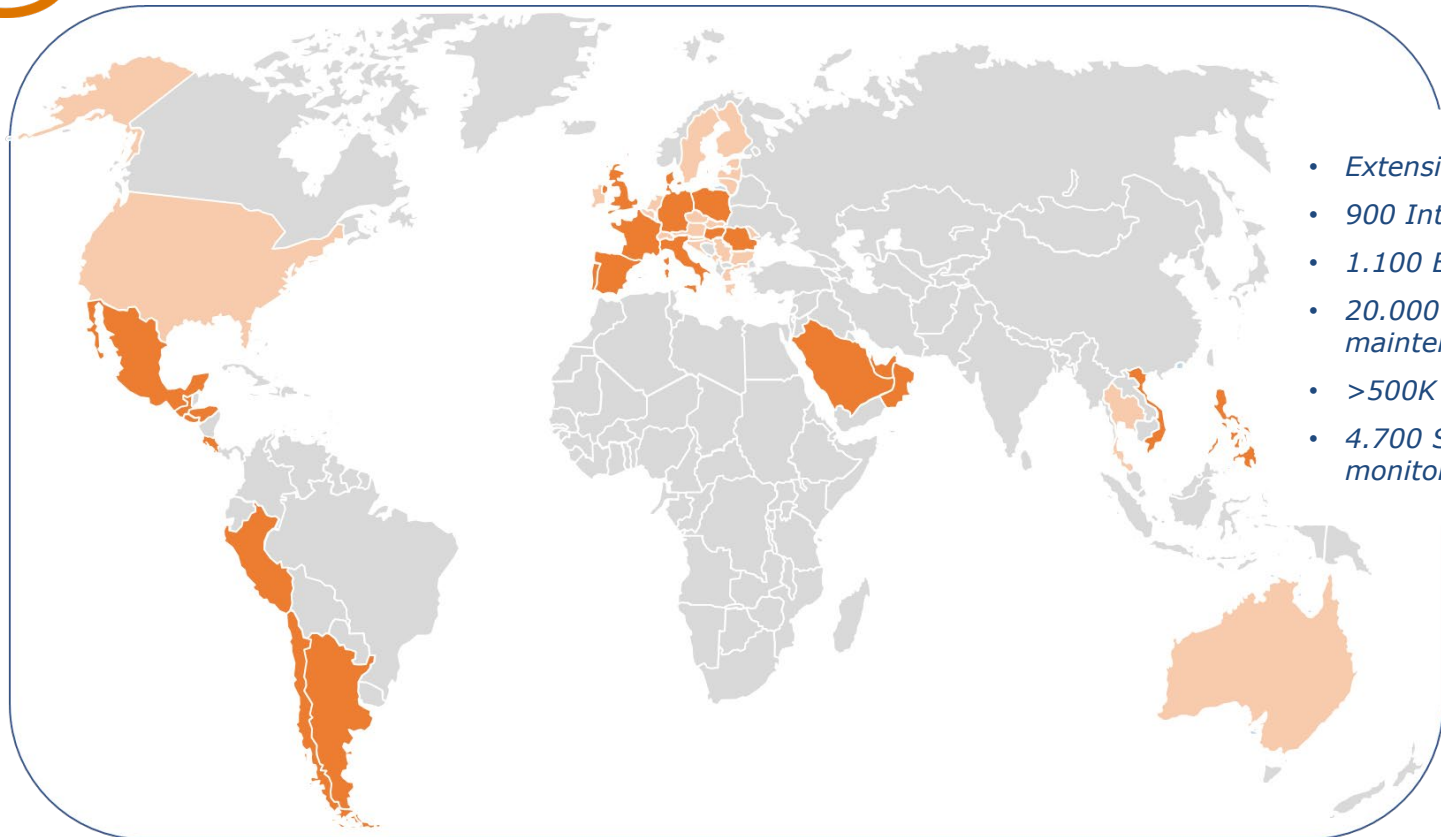




Our
Service Program
designed for
Epta customers
exploiting our
extensive presence



EPTA WORLDWIDE COVERAGE



- *Extensive presence worldwide*
- *900 Internal technicians*
- *1.100 External technicians*
- *20.000 Stores under maintenance*
- *>500K Asset serviced*
- *4.700 Stores under remote monitoring*



3 DIFFERENT CLUSTERS FOR EPTA CUSTOMERS

Maintenance and troubleshooting



Complementary services

Digital services





MAINTENANCE AND TROUBLESHOOTING



- Preventive planned maintenance
- Refrigeration leakage test
- F-Gas Regulation fulfillment
- On duty call center
- Troubleshooting - Labor
- Troubleshooting - Spare parts



COMPLEMENTARY SERVICES



- Oil lubricant analysis
- Remote alarm management
- Router mobile connectivity
- Cabinets technical cleaning
- Spare parts portal
(identification support, e-commerce)
- Fleet management
- Retrofit product upgrade



- Access to Epta Digital Hub

LINEON

SWITCHON

- Advanced diagnostic
- Energy management
- Sales trend **CONCEPT**



LIFECYCLE PROGRAM



		MAIN Maintenance & Service Program	XTEND Extended Warranty Program
Maintenance and Troubleshooting	Preventive planned maintenance	●	●
	Refrigerant leakage test	●	●
	Fgas Regulation fulfilment ¹	●	●
	On duty call center ²	●	●
	Troubleshooting - Labor	○	●
	Troubleshooting - Spare Parts ³	○	●
Complementary Services	Oil lubricant analysis	○	●
	Remote alarm management	○	●
	Router mobile connectivity	○	○
	Cabinets technical cleaning	○	○
	Spare parts e-catalogue license	○	○
	Fleet Management	○	○
	Retrofit product upgrade ⁴	○	○
Digital Services	Epta Digital Hub license	○	●
	Advanced diagnostic	○	●
	Energy management	○	○
	<i>Sales trend (Concept)</i>	○	○

- Included
- Optional
- Not included

1. According to local regulation
2. According to the agreed SLA
3. According to contractual inclusion/exclusion
4. On demand project



EPTA DIGITAL SUITE



**CUTTING-EDGE
CONNECTIVITY
SOLUTIONS
TO OFFER
DIGITAL SERVICES**



A woman with long dark hair and glasses, wearing a white blazer, is looking down at a tablet computer she is holding. She is in a modern office or retail environment. In the background, there is a glass-fronted beverage refrigerator filled with various drinks, and another similar unit is visible to the right. The scene is lit with a cool blue light. On the left side of the image, there is a large, stylized graphic consisting of a white circle and a vertical orange bar.

LINEON

PLUG-IN
CONNECTIVITY
SOLUTIONS

GREAT EXPERTISE AT YOUR SERVICE

LINEON ARCHITECTURE CONNECTIVITY SYSTEM ON PLUG IN



data flow (raw data)



Plug-in cabinets



- **controller**
- **device/sensors**

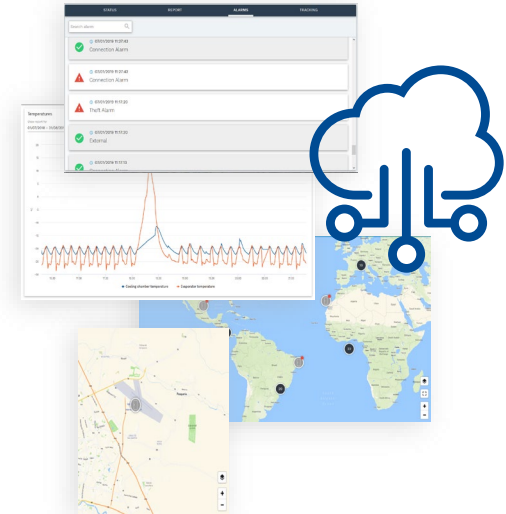
data flow (internet data)



Epta gateway (smart router)



Access to data platform





Two solutions

**NEW
EQUIPMENT**

**FULL OEM
SOLUTION**

Ex-factory solution

(implemented during production phase)

Service immediately activated

**READY TO
CONNECT**

Ex-factory solution

Service activated on customer demand

**AFTERSALES
RETROFIT**

**SMART PLUG
SOLUTION**

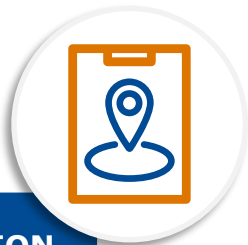
Retrofit solution

applied directly in the field

for *plug in branded Iarp/Costan/Bonnet Névé*
and for *plug in from competition*



Plug-in F&B/Retail



GEOLOCATION

Keep track of your cabinet's position at all times. If it is moved or if a theft occurs, the client is promptly alerted!

CABINET CHECK UP & ENERGY MANAGEMENT



It is possible to monitor the cabinet at all times and ensure products are perfectly preserved. Efficient maintenance of cabinets reduces the operation cost and increases the service satisfaction.

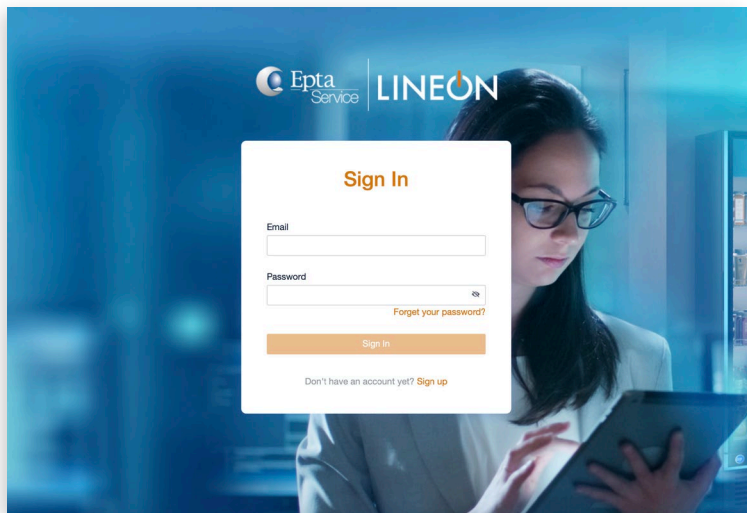
SALES TREND ANALYSIS



A sales performance analysis provides suggestions on the most successful locations for placing cabinets. It is also possible to receive alarms when cabinets are left open for a long time, ensuring the quality of the products is maintained.

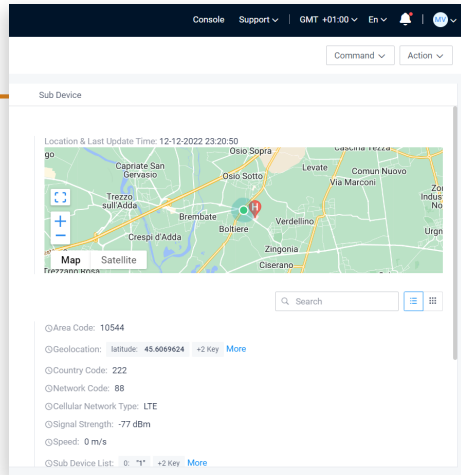


LINEON DASHBOARD - USER INTERFACE



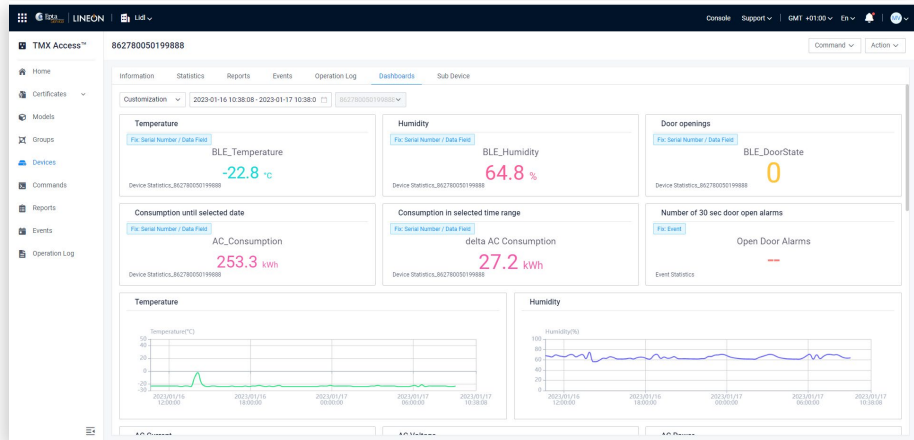
<https://lineon.epta-service.com>

- Specific web platform is available to access to all functions for remote monitoring
- It is also possible to customize it with customer brand logo



Geolocation and product list

Cabinet check up



SWITCH ON

A man in a light blue button-down shirt is looking at a tablet. He is standing in a server room with various pieces of equipment, including a rack labeled 'ECO'. The background is a warm, orange and yellow gradient with a large white circular graphic on the left.

DIGITAL
DIAGNOSTICS
FOR REMOTE CABINETS
AND PACKS

GREAT EXPERTISE AT YOUR SERVICE

SWITCHON

INTEGRATED DIGITAL SOLUTIONS FOR SERVICE



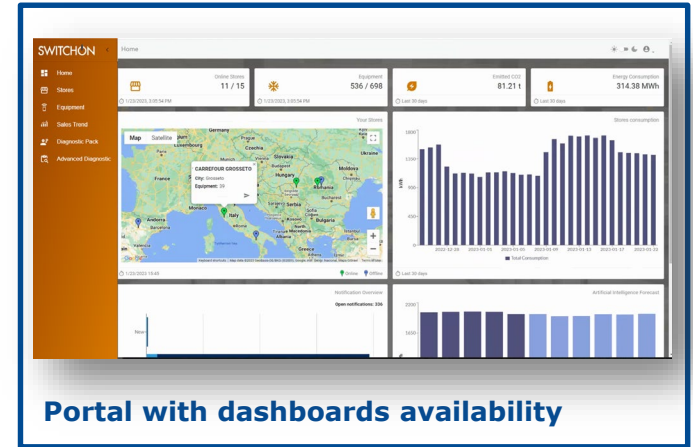
Terminal Strip STS



Service Box



SWITCHON Edge



Epta Data Platform

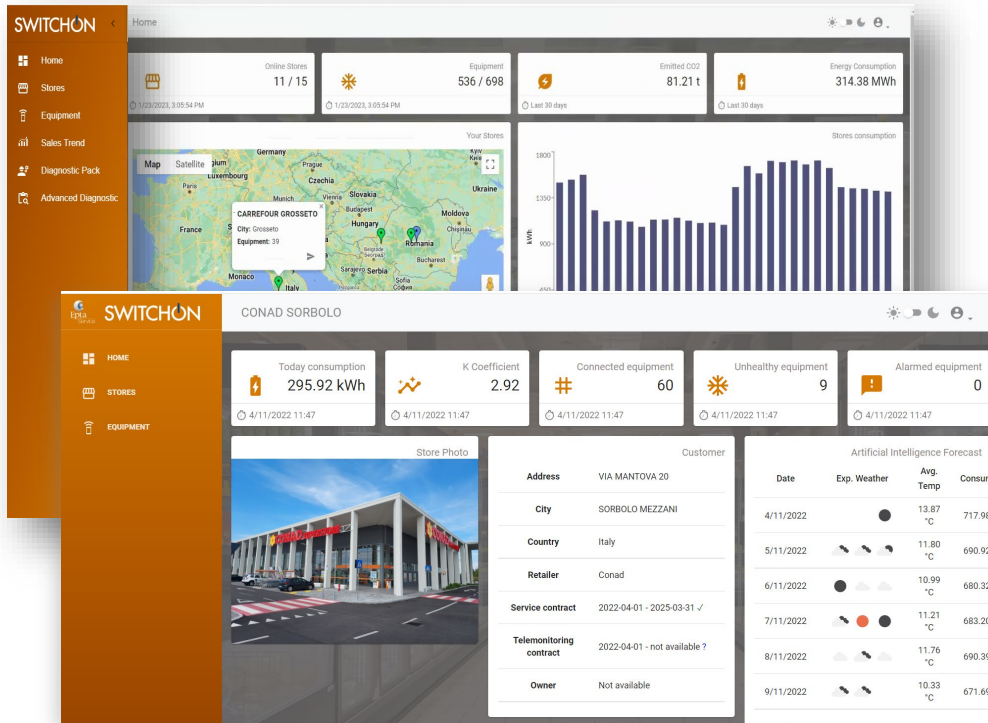


SWITCHON

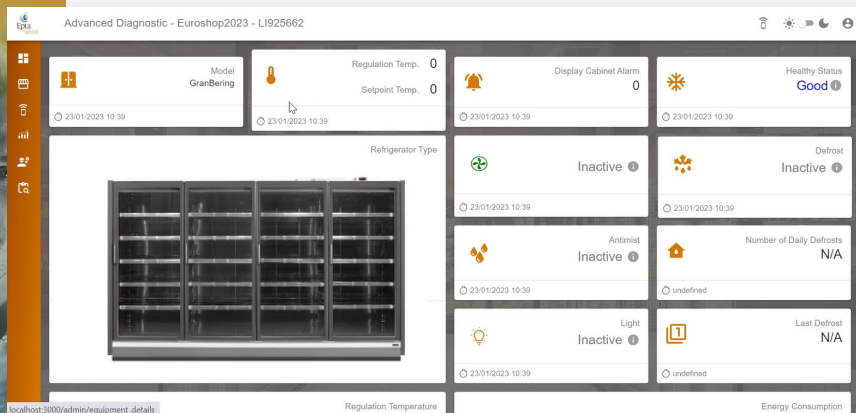
ACCESS TO SWITCHON DASHBOARDS



DEDICATED TO THE RETAIL STORES



- **Store information availability** (consumption, CO2, HACCP report, work orders, notifications)
- **Advanced Diagnostic** (dedicated to remote cabinets and packs)
- **Sales Trend** **CONCEPT**



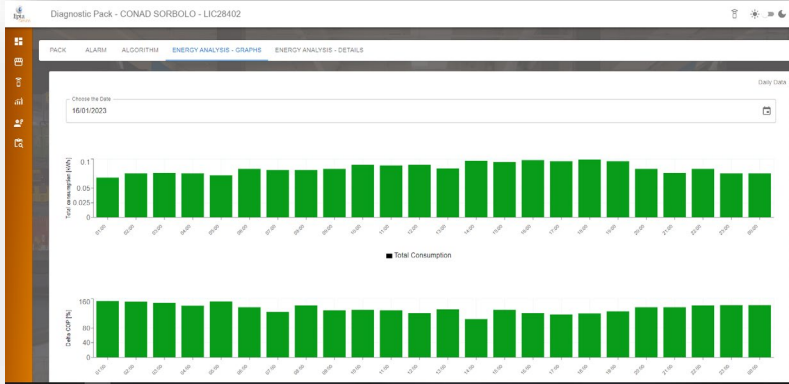
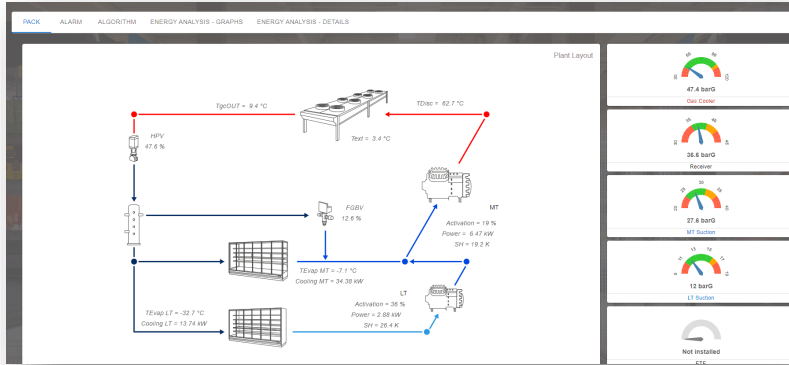
Best Performance

- Diagnostic (fans, lights, defrost, antimist)
- Compatibility with standard and digital fans
- Heaters management



Optimization

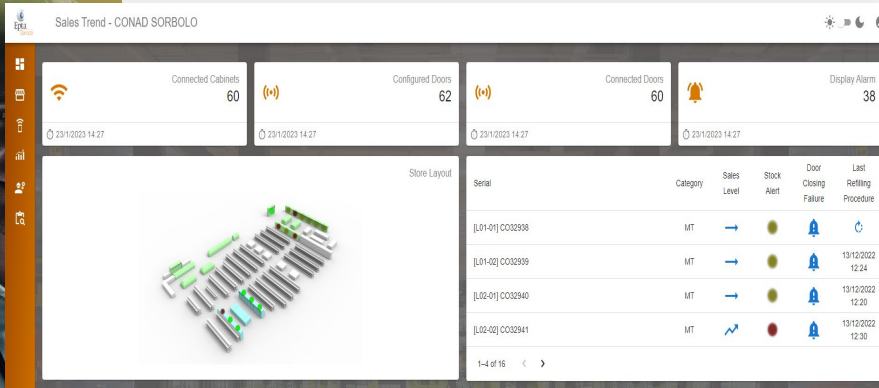
- Temperature data collection
- Light coordination
- Defrost coordination
- Energy consumption estimation



- Digital solution dedicated to the refrigeration pack that enables **accurate control of performance and consumption**, ensuring maximum energy efficiency
- Its new advanced diagnostics capabilities and **predictive maintenance** algorithms ensure higher reliability
- Thanks to its connectivity with the rest of the system, it allows **remote and real time control** of:
 - Compressors
 - Oil injection devices
 - Cooling fans
 - Control valves

Opening doors / covers counting, in order to **display the level of usage of the refrigerators.**

The system includes a **sensor for each door** connected to the new electronic board (STS – SwitchOn Terminal Strip).



Key Points:

- Map and rank the usage of the refrigerated closed cabinet;
- Data to evaluate sales level for each cabinet section;
- Data to identify stock alert for each cabinet section;
- Check of the refilling procedure;
- Check for door closing failure.

www.epta-service.com



THANK YOU

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