



First Plus Terms and Conditions

First Plus is an opportunity for you to have your Carrier Transicold refrigeration unit serviced free of charge. As part of the First Plus programme we will send you information regarding your local authorised Carrier Network Partner and an opportunity to sign up for Golden Cold – Carrier Transicold's contract maintenance package.

The First Plus offer is based upon the following terms and is available on the Zephyr, Xarios and Viento product range.

1. Carrier Transicold UK Ltd will through one of its appointed Network Partners, carry out a first service as per the standard service checklist.
2. Any costs incurred in carrying out the service will be covered by Carrier Transicold UK Ltd including any travel cost to an agreed location.
3. All work must be arranged by calling 0800 434 6670 and all travel and work must take place between Monday to Friday 08.30 till 17.30, (excluding bank holidays).
4. Any additional costs incurred as a result of any further work necessary not covered under warranty or completed outside of the timescales specified in 3 above will be charged out at pre-agreed rates before the work is completed.
5. The unit must be less than 3 months old (from date of commission) to qualify for First Plus. Attendance dates more than two weeks in advance can not be made.
6. Qualification for the free service is subject to the provision of requested information at the time of booking the appointment.
7. Carrier Transicold UK Ltd reserves the right to update these terms and conditions or withdraw this offer without notice.

Aftermarket Support