

Hobart Service is the leading provider of food equipment service nationwide. Whether you're looking for a professional service agreement on your dishwasher, turn-key installation for a new bakery oven, or preventative maintenance, Hobart Service can provide the solution you need now and through the entire lifecycle care that your commercial food equipment requires. As the OEM (Original Equipment Manufacturer)

service provider for Hobart and the entire line of ITW Food Equipment Group brands, all Hobart Service technicians are factory-trained to provide our customers with the most knowledgeable technicians in the industry. And our parts distribution system provides our technicians with direct access to all our OEM parts, including over 40,000 SKUs in stock and ready for next-day delivery.



In this section, we will discuss the following:

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SERVICE PLANS/CONTRACTS

Hobart Service plans provide organizations of all sizes the billing flexibility and equipment dependability to keep their kitchens running. Our three service plans – Hobart Care, Hobart Assurance and Hobart Prosurance™ – offer options that head off expensive repairs, while limiting the large bills that can come from emergency time and material calls. Customers simply contact the Call Center when their equipment needs servicing. Their service plan (if any) determines how much they pay, the time it takes to get service, and what is covered. Service plans are essentially insurance for a customer’s food equipment.

STANDARD SERVICE (TIME + MATERIAL)

Anyone with Hobart equipment can use Standard Service (Time + Material) when equipment is out of warranty and needs serviced. Customers are simply billed for the time and materials used for the service at standard street rates. This is not an official contract; it is just normal reactive repair service when your equipment is not running properly. Applicable to any ITW FEG equipment. Hobart Service uses OEM parts ensuring compliance to OSHA and other industry regulations.

- **Service Features:**

8:00 am - 5:00pm weekday – at standard street rates

5:00pm - 8:00am weekday and weekends – at standard overtime street rates



WARRANTY

- Warrants new Hobart products and certain products sold by Hobart under other brand names to the original end use (“Owner”) when installed within the United States, against defective material and workmanship for one (1) year from the original installation.
- During normal working hours, through one of its Branches or authorized servicing outlets repair or replace, as its option, including service and labor, all parts found to be defective and subject to this warranty.
- Certain Hobart products or parts may be warranted for a period other than one (1) year and others may be subject to travel limitations.
- Expendable by nature parts that need to be replaced frequently may not be covered.
- Hobart must receive notice of any defect subject to this warranty within thirty (30) days of its discovery by Owner.
- Does not apply to damage resulting from fire, water, burglary, accident, abuse, misuse, acts of God, attempted repairs or improper installation by unauthorized persons.
- Covers coverage during regular business hours. If it is overtime, the customer pays certain warranty fees.

SERVICE PLANS/CONTRACTS

EXTENDED WARRANTY

- Specified at the time of original equipment purchase, customer will receive second-year service coverage.
- Advantages:
 - ▶ **Financial** – lock in service costs for a full year after warranty expires, protect against potentially expensive equipment failures.
 - ▶ **Performance** – properly maintained equipment lasts years longer and experiences less downtime, which increases operator profits and enhances productivity.
 - ▶ **Service** – Hobart is widely regarded as the premier service organization in the industry.

POST-WARRANTY SERVICE COVERAGE

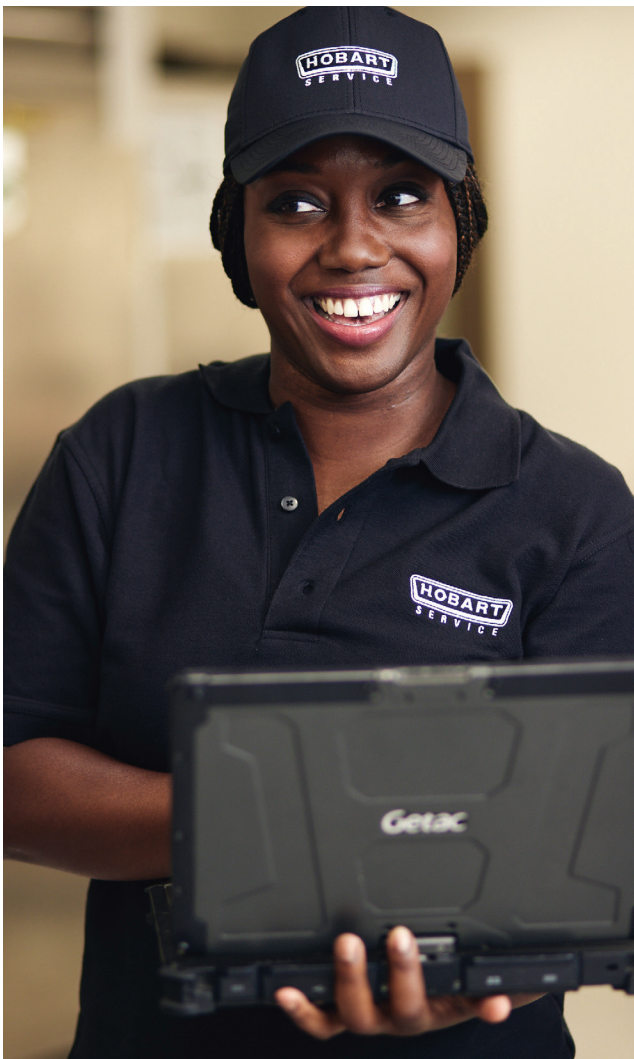
- A full year's coverage beyond warranty
- Automatically kicks in when warranty expires
- No lapse in coverage-guaranteed
- Assures fixed annual maintenance costs
- Genuine factory parts ensure durability/performance
- Computerized parts locator service available nationwide
- Excludes accessories, attachments, and expendable items (See Hobart Service Terms and Conditions for details)
- Technicians travel to the customer site at no charge (Per Hobart Service Contract Terms and Conditions) within 50 miles of the Hobart office and during regular business hours.
- Repairs resulting from equipment misuse and abuse will not be covered under contract.



SERVICE PLANS/CONTRACTS

MAINTENANCE INSPECTION

A pre-scheduled service for a specific month to be performed. It will identify potential service problems on a unit prior to occurrence, and if repairs are determined to be needed, a new service order should be created to complete the repairs. The parts are not included in this inspection. It is available with a stand-alone agreement (MI only), bundled with Hobart Assurance, and included with Hobart Prosurance.



PROACTIVE MAINTENANCE

A pre-scheduled service for a specific month to be performed. It is a call that will identify potential service problems and replace pre-determined parts. The difference between a Maintenance Inspection and Proactive Maintenance is that Proactive Maintenance replaces parts whether they need to be replaced or not. (These parts can come from a “kit” put together for the machine.) However, if additional repairs are determined to be needed, a new service order should be created to complete the repairs. Parts are included and proactively replaced as a part of this service. It is available with a stand-alone agreement (PM only) or it is included with Hobart Prosurance. Additionally, PM’s are only available for Warewash and FEG bakery equipment.

- **Preventative Maintenance/Inspections** – replacing parts with Genuine OEM parts and servicing equipment proactively in order to prevent downtime and loss of business due to a machine in need of service.
- **Corrective Maintenance/Repair** – replaces a part when they break, in a timely manner with Genuine OEM parts.

SERVICE PLANS/CONTRACTS

TYPES OF PROFESSIONAL SERVICE

1. Hobart Care

Operations in need of a service plan that addresses repair needs while limiting the costs from emergency time and material (T+M) calls have a new solution with the Hobart Care plan. It eliminates variability in maintenance costs. Includes scheduling preference over standard time + materials, and problems are diagnosed and repaired only after equipment fails (corrective maintenance/repair). Hobart Service uses OEM parts ensuring compliance to OSHA and other industry regulations. To offer more flexibility in our service plans, we have this plan in a labor-only option which does not include parts.

2. Hobart Assurance

Operations looking for a plan that offers optional preventive maintenance inspections for their food equipment should look to the Hobart Assurance plan. This plan reduces downtime through early detection and enhanced response times. It allows for predictable yearly budgets and improves equipment performance. Hobart Service uses OEM parts to ensure compliance to OSHA and other industry regulations. The differences between Assurance and Care are that Assurance has faster emergency response times and the option to add multiple upgrades. To offer more flexibility in our service plans, we have this plan in a labor-only option which does not include parts.

3. Hobart Prosurance

For the ultimate in equipment coverage for your most critical kitchen equipment, Hobart Service offers the Hobart Prosurance package. It's the ideal plan for operations that need coverage on ITW-branded warewash, large bakery ovens and auto-wrappers. This plan not only covers all labor, travel, parts (exclusions apply) and freight required on an annual basis, it provides operations with a plan that proactively keeps a kitchen's most critical and expensive equipment running to significantly reduce emergency repairs. And when repairs are required, Prosurance customers are assured the fastest response times so that equipment downtimes are kept to an absolute minimum. Hobart Service uses OEM parts ensuring compliance to OSHA and other industry regulations.



SERVICE PLANS/CONTRACTS



	HOBART CARE		HOBART ASSURANCE		HOBART *PROSURANCE™
	Labor Only	Standard	Labor Only	Standard	Standard
Labor & Travel	☑	☑	☑	☑	☑
Parts & Freight Included**	N/A	☑	N/A	☑	☑
8am-5pm Weekday	☑	☑	☑	☑	☑
24/7 Coverage	N/A	N/A	N/A	N/A	☑ (Auto-Wrappers Excluded)
24/7 Emergency Coverage	Optional	Optional	Optional	Optional	☑
Emergency Response Time	1 Business Day	1 Business Day	1 Business Day	1 Business Day	4 Hours
Standard Response Time	3 Business Days	3 Business Days	2 Business Days	2 Business Days	24 Hours
Unlimited Quantity of Annual Calls	☑	☑	☑	☑	☑
Expedited Parts	N/A	N/A	N/A	Optional	☑
Maintenance Inspections	N/A	N/A	Optional	Optional	☑ (2 Included)
Proactive Maintenance	N/A	N/A	N/A	N/A	☑ (2 Included)
Expendable Parts Coverage	N/A	N/A	N/A	Optional	☑
Coverage for Water Quality Damage	N/A	N/A	N/A	N/A	Optional

*Available for Dishwashers, Auto-Wrappers & FEG Bakery Only
 **Exclusions Apply

☑ = Included N/A = Not Available

SERVICE PLANS/CONTRACTS

	HOBART CARE	HOBART ASSURANCE	HOBART PROSURANCE™
BENEFITS	<ul style="list-style-type: none"> • Guarantee cost of repairs and eliminate variables. • Entry level coverage, low cost. • Scheduling preference over Time + Material service calls. • Multiple billing options. • Labor only option. 	<ul style="list-style-type: none"> • Provides preventative service and increased uptime based on customers' need. • Enhanced response times and scheduling preference over Hobart Care. • Mid-Market Level, medium to large customer service option. • Multiple billing options. • Labor only option. 	<ul style="list-style-type: none"> • Provides proactive service and increased uptime for key ITW products based on customers' need. • Enhanced response times and scheduling preference over Hobart Assurance. • Premium Service Level, medium to large customer, and need to reduce downtime service option. • Multiple billing options.
TARGET FEG PRODUCTS	<ul style="list-style-type: none"> • Dish Machine • Weighing • Wrapping • Bakery 	<ul style="list-style-type: none"> • Dish Machine • Weighing • Wrapping • Bakery 	<ul style="list-style-type: none"> • Large Dish Machines (FT's, C-Lines, Door Types) • Large Bakery Rack Ovens • Auto-Wrappers
TARGET FEG SEGMENT	<ul style="list-style-type: none"> • Full Menu • Healthcare • Hospitality • K-12 	<ul style="list-style-type: none"> • Full Menu • Healthcare • Hospitality • Higher Ed • QSRs 	<ul style="list-style-type: none"> • Full Menu • Healthcare • Flight Kitchens • Hospitality • Casino • Higher Ed • Correctional Facilities

SUMMARY OF RESPONSE TIME GOALS

(in order from best response time to slowest response time)

BEST RESPONSE TIME (Manufacturer's Warranty Calls)	SLOWEST RESPONSE TIME
<p>Emergency Calls (machines down, safety or health issues)</p> <ul style="list-style-type: none"> • Hobart Prosurance • Hobart Assurance 24-7 • Hobart Care 24-7 <p>Standard Service Calls (machine operational)</p> <ul style="list-style-type: none"> • Hobart Prosurance • Hobart Assurance 8-5 or 24/7 • Hobart Care 8-5 or 24/7 	<p>PM and Inspection Calls; planned between customer and office</p>

WATER TREATMENT

- Some of the biggest problems in the industry:
 - ▶ Sediments
 - ▶ Chlorine
 - ▶ Chloramines
 - ▶ Corrosion
 - ▶ Hardness
- Water treatment prevents scale buildup in warewashers and cooking equipment to extend equipment life.
- Diminish the need for costly and delimiting maintenance.
- Far less need for service calls due to water-related maintenance issues
- Minimize detergent, soap and chemical expenses.
- Increase hot-water efficiency, reducing water heating costs.
- Create a more sustainable operation.

BENEFITS OF IMPLEMENTING HOBART WATER TREATMENT

- Improve the taste of all your beverages, from coffee and tea to ice water and fountain drinks.
- Reduce spots on glassware, flatware, and dinnerware.
- Eliminate hard water scale, improve wash performance, and minimize operating costs.
- Protect your hot water heater and plumbing systems.
- Create better tasting meals.
- Protect your steamers and Combi-ovens from a range of water-related issues.

DISH MACHINES:

Your dish machine requires quality water to endure optimum performance, maximum uptime, and a long service life. Water that has a high mineral content is hard and will lead to scaling – a crusty residue that will cause service issues for your dish machine over time. Scale can easily build up on nozzles and heating elements and requires harsh chemicals to dissolve.

Pros of Hobart Service Water Treatment:

- 24/7 removal of the minerals that lead to hard water, eliminating scale formation and spotting on glassware.
- Easy to maintain and non-electric. Reduces detergent use by up to 40% and energy costs by almost 50%.
- Maximizes your dish machine's efficiency, uptime, and useful life.

When hard water creates scale in your dish machine:

Reduces equipment of energy efficiency, increases operating costs, leads to service issues and downtime, and shortens equipment life.

Requires expensive and harsh descaling chemical to remedy.

Creates hard water spots on glassware and flatware that makes your dishes look dirty, requiring hand-polishing and costly rinse aids. Gives your customers the appearance of uncleanliness.

WATER TREATMENT

COMBINATION OVENS AND STEAMERS:

The high temperatures required by cooking equipment lead to hard water scaling. Chemicals in water, like chlorine, chloramine, and chloride, become corrosive when heated.

Pros of Hobart Service Water Treatment:

- Hobart Service water softeners and reverse osmosis systems eliminate scale.
- Reverse osmosis and water filtration protect against corrosive elements.
- Reverse osmosis can remove up to 98% of chlorides and other dissolved solids that are present in water.

When untreated water causes corrosion:

- The chemicals in water, such as chlorides, chloramines, and chlorine, are corrosive and cause damage to equipment.
- Cooking equipment operates best when exposed to low chloride levels.
- Poor water quality leads to increased service needs and reduced equipment life.

BEVERAGE AND ICE MACHINES:

The chemicals in water can impact the flavor of the beverages that you serve. Hard water can also lead to coffee and tea brewer failures, with scaling being a leading cause of system issues.

Pros to Hobart Service Water Treatment:

- Improves the taste, clarity, and quality of beverages and ice.
- Easy to install, operate and maintain. Filters are a low-cost solution for beverages and ice.
- Protect equipment from damaging effects of scale, chlorine, and sediment.

When untreated water creates taste and service issues:

- Chlorine and Chloramine can adversely impact the flavors of soft drinks, tea, and coffee.
- Hard water quickly creates scale in coffee and tea brewers – leading to service problems, downtime, and reduced system life.
- Sediment in water causes abrasion and clogging of water feed ports.



ACCOUNTS

	TOP NATIONAL ACCOUNTS	NATIONAL ACCOUNT CUSTOMER CARE: WHO QUALIFIES
<ul style="list-style-type: none"> • Mainly Retail and Food Service accounts • Aligned with the FEG Equipment National Accounts • Centralized or decentralized organizational structure • Approximately 100 named accounts • 60 managed accounts • T&M and Service Contract • Preferably a high percentage of FEG Equipment 	<ul style="list-style-type: none"> • Walmart • Albertson-Safeway • Panera Bread • Sodexo • Kroger • Costco • Bloomin Brands • Darden • Ahold-Delhaize • Starbucks 	<ul style="list-style-type: none"> • High revenue accounts • Centralized management • Specific reporting requirements • Special Invoicing • Demanding

CUSTOMER CARE

- Customer Care is for Preferred Customers who are key accounts that meet a specific set of guidelines. Hobart operates on an 80/20 business model. This means that 80% of company sales come from 20% of the customers. The key accounts are the 20% of customers that give Hobart 80% of its sales. These preferred customers or key accounts get a lot of extra attention and perks including a centralized point of contact for escalations and service issues, customer specific reporting and monitoring, project management, where applicable enhanced inventory management, and centralized oversight of 3rd party management software.
- This can also be a selling point if the potential customer would be classified as a Preferred Customer. A lot of cruise lines, and national retailers like Walmart, Sam's Club, Costco, Kroger, International accounts, and PartsTown are some of the National Preferred Customers.
- Some of the perks included in being a Preferred Customer can include (depending on the account), a personal representative dedicated to the business. This person would be assigned to a specific customer(s) and be available to assist in anything regarding food equipment that the customer would require. A lot of times, these large national accounts have their own ways of doing things, such as unique invoicing and in-house service providers, making it a necessity to have someone dedicated to their account.
- They are often more demanding than a typical customer.
- All these things can be large reasons why a bigger account would go with Hobart for their equipment and service.

CALL CENTER

- Only food equipment manufacturer that has its own service organization, including a 24/7 Call Center.
- After purchasing a piece of ITW FEG equipment, a customer can call the Call Center at Hobart Services 24/7 to get service on that equipment.
- The amount of money it will cost, and the speed of service will depend on if the equipment is still under warranty, is under a service agreement, which type of service agreement, or standard labor and travel.
- When a customer calls 1-888-4HOBART, they are greeted by a Call Center team member that is ready to assist them with whatever they might need in order to get their equipment serviced.
- The Call Center team member will direct them to their local service office where a service order is created, and that service office will dispatch a technician to service the equipment.
- If the customer's equipment is still under warranty, which typically last 12-18 months, the service call will take top priority over every other call. Hobart takes the warranty very seriously and gives it top priority. The warranty that every piece of equipment comes with is very similar to the service contract Hobart Care, for comparison.

INSIDE SALES: LOCAL/REGIONAL ACCOUNTS



Regional contracts are with institutional accounts. Some examples are higher education, convention centers, correctional facilities, and hospitality. These accounts are smaller than the national accounts. Inside Sales Associates work with customers that are coming out of warranty, and they sell them a service contract. Also, technicians can send in leads, when they think a customer would be a good candidate for a service contract. Local accounts are ones that are from very small customers such as a local shop or a “mom and pop” store, an independent restaurant, K-12 schools, and independent retailers.

INSTALLATIONS

Customers can install the equipment themselves or use a local service provider. If the customer has a large purchase and chooses to go with Hobart Service for the installation and reaches out, they have the options of:

	BASIC ASSEMBLY (included with flight type dish machines)	BASIC PLUS INSTALLATION	TURNKEY INSTALLATION
Assembly + Installation	•	•	•
Removal + Disposal of Old Equipment		•	•
Project Management			•
Fabrication		•	•
Electrical Modifications			•
Plumbing Modifications			•
Venting			•
Water Treatment System	•	•	•
Roof Fan			•
Flashing			•
Equipment Training + Start-Up	•	•	•
Warranty	•	•	•

With more than 1,500 technicians and service trucks nationwide, Hobart Service is your solution for local, regional and national installation solutions, plus post-installation services that include:

- Warranty Coverage
- Maintenance Tune-Up
- Emergency Repair
- Water Treatment
- OEM Parts
- Proactive Maintenance
- Professional Service Plans



GENUINE OEM PARTS

Hobart uses all Genuine OEM parts, in which 40,000 SKUs are available for next day shipping from our Parts Distribution Center in Piqua, Ohio.

Genuine OEM parts are replacement parts for all ITW FEG equipment that come straight from the manufacturer. They are guaranteed to fit exactly, whereas generic parts might not. Genuine OEM parts are a huge selling point for customers. This is because you know exactly where the part is coming from, it is guaranteed to fit the machine, and a Hobart technician will know the most about the Hobart machines, therefore giving you the best service for the equipment. This is something that Hobart has always done, and customers respond well to it.

Current challenges that Hobart faces regarding parts is the e-store is not up to par with that of PartsTown and Heritage, whose sites are easier to navigate and have faster customer service response times. Hobart is combating this by expanding the Call Center. Hobart Service has integrated a phone system in which if the local branch does not answer the phone, the call will roll over to the National Call Center in Troy, Ohio automatically, increasing the likelihood that the call is answered.

Hobart Parts is in the process of integrating the same calling system of having unanswered calls roll over to National Call Center specifically for the Parts Department. With this system in place, Hobart should lose less sales on parts replacement if the rate of abandoned calls decreases. If the call is unanswered or abandoned (meaning that the caller hung up because it was taking too long), the customer is likely to purchase the part from someone else.

Managing the Genuine OEM parts involves many different things. Product Line Managers are people who oversee the lifespan of an OEM part and ITW FEG machinery. Everything from setting up the part, making changes to a part, handling revisions of a part, and basically keeping the part relevant for as long as possible.

Product Managers oversee everything part related. Part of their responsibilities include finding opportunities to increase revenue from parts, creating kits, and maximizing whitespace (areas of sales Hobart is missing out on), and deciding when to end the life cycle of a machine and its parts. The older a machine becomes, the harder it can be to acquire replacement parts for it. Twenty years is around how long until a machine is retired.

As the machine becomes older, Hobart will stop manufacturing that model, meaning there are no more parts being made. Some ways to find replacement parts for an older machine are if a technician has one on their truck, they could remake the part if Hobart still has the mold, or they could completely remake the casting for the part, depending on how much the customer wants to spend. Therefore, communicating that machines are being retired to customers is important, to avoid hefty part replacement costs.

PARTS

- Hobart operates on an 8am-8pm shipping schedule, giving a 95%-line fill rate, which means that 95% of the orders that come in are shipped the same day.
- Being a Preferred Customer, a lot of times Hobart can expedite parts, getting them to the customer faster than usual, and again, reducing downtime. Paid for by the customer as part of a service agreement.
- If the customer uses an in-house service provider, and need assistance identifying parts for servicing, they have access to a team of around 15 Parts ID Representatives. These representatives are not as knowledgeable as the Hobart technicians, but can provide information that helps to identify a part for the customer.

GENERIC PARTS COMPETITION

A problem that Hobart and Hobart Service are facing is the competition with generic parts. This is essentially when a customer purchases a generic replacement part from a competitor for their ITW FEG equipment, instead of purchasing a Genuine OEM replacement part from Hobart. This is an issue for Hobart because we lose out on the sale of the part, and Hobart Service being the service provider.

There can be many reasons that a customer does not purchase a Hobart Genuine OEM replacement part for their equipment. Some of the reasons could be that they found the exact same part from a distributor, they found the part at a lower price, they use an independent service provider that got the part elsewhere, or

many others. A way that Hobart is combating this issue is by stressing the guarantees that come with using Genuine OEM parts from Hobart.

It is also common that customers, usually the larger accounts, have their own in-house service provider that they use. In this scenario, they could purchase the replacement part from Hobart a few ways. They can purchase it OTC (Over the Counter, which means they can go to their local Hobart Service branch for the part), or they can go through an online retailer such as PartsTown and Heritage. PartsTown and Heritage purchase the parts from Hobart at a discounted rate, and then resell them through their websites, usually at list price to independent service providers.

Another way of purchasing replacement parts is OTT (Off the Truck), this means that the parts are coming directly from a Hobart Service Technician and they are the one servicing the equipment. This is the best outcome for Hobart because they receive the sale of the part and the price of servicing of the equipment. This is where the ServicePlans/ Contracts come into the situation, because if the customer purchases a Service Plan, they are using Genuine OEM parts and Hobart Service Technicians every time they need service on their equipment. A branch can have both OTT and OTC sales. A customer's service provider could purchase a part and service the equipment themselves (OTC), or if it is a complicated repair, they can go through Hobart Service (OTT).

CUSTOMER PROMISE AND VALUE PROPOSITION

Hobart Service prides itself on quick, reliable, and effective service on food equipment. With over 100 locations and more than 1,500 factory-trained service technicians across the US and Canada, you can be certain that your dedicated service partner is just a phone call away. No matter the make or the model of equipment, contact Hobart Service for your local, regional and national food equipment service needs. There are key features and benefits that translate into 4 pillars of differentiation: Quality & Performance, Total Cost of Ownership, Food Safety, and Sustainability.

QUALITY & PERFORMANCE	TOTAL COST OF OWNERSHIP	FOOD SAFETY	SUSTAINABILITY
<ul style="list-style-type: none"> Our mission is to keep your kitchen running at peak performance. We take pride in providing customers with “Best-in-Class” quality and performance by providing genuine OEM parts, so you know you’re getting the best part for your equipment. 	<ul style="list-style-type: none"> Costs of owning equipment are incurred well beyond the initial purchase. With a service contract, your investment will be protected by prolonging the life of your equipment and minimizing operation cost. Keeping your equipment in working condition will help you get a larger return on your investment by allowing it to run at its peak performance. 	<ul style="list-style-type: none"> When it comes to food safety, equipment performance is often a key factor in food health-related issues. A service contract will ensure that your equipment is functioning to the best of its ability as to maintain its high performance. 	<ul style="list-style-type: none"> 2021 ENERGY STAR® Partner of the Year for the 14th consecutive year, the nation’s highest honor for energy efficiency. Hobart Service is committed to reducing energy consumption and costs.

INNOVATIONS, FEATURES, BENEFITS

- The preferred OEM service provider for ITW Food Equipment Group (FEG) brands
- The only nationwide installer + servicer of commercial food equipment
- The only source of ITW FEG factory-trained technicians
- The only factory-direct supplier of OEM parts for ITW FEG brands
- 23% lower safety incidence rate vs. the national average
- 4 hour guaranteed response time with Prosurance coverage
- 24 hour or less (next day air) shipment for parts for REDUCED downtime + faster fixes (excludes weekends + holidays)
- 100% direct OEM parts
- 95%-line item fill rate
- Next-day air shipment for parts

SEGMENT SPECIFIC OPPORTUNITIES

Hobart Service has opportunities in many different areas. Any company that owns food equipment could use our services. Here are just a few examples of entities that would benefit from Hobart Services:

<ul style="list-style-type: none"> • Pre-K • K-12 Schools • Higher Education • Business & Industry • Recreational 	<ul style="list-style-type: none"> • Federal Corrections • State/Local Corrections • Federal Government • State/Local Government • Marine 	<ul style="list-style-type: none"> • Fast-Casual Chains • Full-Service Chains • Quick-Service Chains • Independent Restaurants • Airlines 	<ul style="list-style-type: none"> • Retail Chain – Global & National • Retail Chain – Regional • Retail – Independent • C-Store • Chemical Companies 	<ul style="list-style-type: none"> • Independent Service Providers • Intercompany Subsidiaries • Stock Equipment Dealer/Distributor • Trades/Contractors 	<ul style="list-style-type: none"> • Senior Care • Hospitals & Clinics • Hotels, Resorts, Lodges, B&B • Casinos • Not-For-Profit Organizations
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COMPETITIVE LANDSCAPE

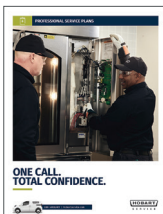
DIRECT COMPETITORS

There are competitors in the food equipment service industry that go up against Hobart Service. One of Hobart Service's direct competitors is the Commercial Food Equipment Service Association (CFESA). The direct competitors for Hobart Service are companies that also service food equipment, and independent service providers. However, there are key differences and Hobart Service clearly differentiates itself.

HOBART SERVICE	CFESA
<ul style="list-style-type: none">• Only food equipment manufacturer that has its own nationwide service organization• 24/7 call center• 1,500+ factory-trained technicians• Next day shipping with Genuine OEM parts	<ul style="list-style-type: none">• Not always factory trained technicians• Parts can come from any member of CFESA in multiple locations resulting in unknown shipping times• Anyone engaged in the business of manufacturing commercial food equipment is eligible to be an associate member• Required to pay dues in order to be a member

RESOURCES

To access the document library containing the Hobart Service brochure, please click the link below.



[Service Brochure](#)