

SAFEGUARDING EQUIPMENT AFTER INSTALLATION

When providing kitchen ventilation products for a commercial space, the responsibilities of a trustworthy supplier do not end after the sale is made or products are delivered and installed. As part of its total package of products and services, a dependable manufacturer has a dedicated aftermarket service program with factory authorized servicers to ensure products are installed and functioning properly.

As a leading commercial kitchen ventilation solution provider, the Accurex Aftermarket Certification Program was created to ensure kitchen ventilation equipment operates at peak performance after installation. This program provides on-site inspections of all Accurex kitchen ventilation equipment through its nationwide network of qualified technicians, certifying that equipment has been installed and properly commissioned according to the manufacturer's requirements.

Training Support

Accurex provides dedicated training support to its nationwide network of factory authorized service (FAS) providers. Each FAS technician receives comprehensive product training specific to any Accurex branded product to ensure they are familiar with and knowledgeable about equipment installation, usage, and troubleshooting needs. This ensures our customers receive the exceptional service they expect from Accurex.

Standardized Process

With one consistent program regardless of geographic location, Accurex makes it simple for foodservice operators to get the support they need to keep kitchens running safely and efficiently for the life of any Accurex product. During a scheduled on-site visit, a qualified FAS technician follows a standardized checklist and inspects, tests, and troubleshoots equipment. Each Accurex-approved tech is prepared to examine kitchen hood and controls installation and operation, exhaust fan functionality and installation, along with ductwork, make-up air systems and DOAS units to ensure they're operating per design conditions for improved energy efficiency and indoor air quality. The program also ensures commercial kitchens comply with all applicable codes and are safe for operation when applicable identifying items that need to be addressed. By following a consistent scope of work and uniform reporting procedures, customers receive quality care and service across the country.

Nationwide Providers

Accurex partners with FAS providers that value customer service and share the same desire to exceed expectations. General Parts Group is one FAS provider in their nationwide team with over 75 years of foodservice equipment support. Over 180 General Parts technicians are in the field each week handling roughly 8,000 service calls every month and hold an average tenure of nearly 6 years with many approaching 30 years or longer. Many General Parts technicians are CFESA certified, and others hold a Master Certification designation or maintain special permits depending on specific disciplines. “While we do not require our technicians to be CFESA certified, we do strongly encourage them and work with them toward those certifications,” says Gary Schermann, President, General Parts Group. General Parts capabilities include equipment installation and repair, planned maintenance programs and original equipment manufacturer (O.E.M.) parts distribution. “Some of our best attributes include our consistency of service and trustworthiness in the industry,” states Gary.

The Accurex Way

Accurex developed the aftermarket certification program to ensure exceptional service and support is carried through beyond the sale. A main goal of the program is for end users to feel confident in the operation of their equipment with the purpose of becoming life-long customers. “Accurex is focused on supporting us and the needs of the customer. Whenever we need their help, need a part, tech support or training, Accurex is extremely responsive and satisfies each request,” Gary states. He goes on to say, “Not enough manufacturers offer an aftermarket program. It’s a smart way to do business.” The Accurex program offers a higher level of customer care that sets them apart from others in the industry. “They don’t just want to make the sale and have the customer go away. They want to take care of the customer. And so do we. There’s no better time to go meet a customer than when everything is running properly.”

Training Facility

Accurex is committed to investing in ongoing training and is proud to sponsor the General Parts Portland Training Center which opened in October, 2021. Accurex provided key equipment for technicians to train on ensuring they have the tools they need to offer exceptional service on Accurex products and to the customers they serve.

Find more information on the Accurex Aftermarket Certification program [here](#) and be sure to read our new [blog](#) for case studies, articles and more.