



New Self- Customer Service Portal

Faster and Easier Support.

To better serve you, Electrolux Professional Group has launched a new Self-Service Portal for all customer support requests. As your distributor, we want to ensure you're aware of this important change.

How to Get Support

All new service and support requests must now be submitted directly through:
-Electrolux Professional Self-Service Portal
Or by calling their Customer Care Call Center

Additional Requests

- **Warranty Service** : Please visit the Customer Care Self-Service Portal below:

<https://electroluxprofessional1843.zendesk.com/hc/en-us>

- For Installation, Start-up, and Chef Demo Requests for **Electrolux Professional Branded Products**, please visit:

<https://www.electroluxprofessional.com/us/customer-care/start-up/>

Customer Care Hour

Regular Hours: Monday – Friday | 8:00 AM – 5:00 PM EST

After-Hours Support:

Weekdays: 5:00 PM – 8:00 PM EST

Weekends: 8:00 AM – 5:00 PM EST

After-hours support is limited to diagnostics and technical assistance only. Parts ordering and service dispatch are not available during this time.

We're Here to Support You!
As your distributor, we're always available to provide guidance and support when needed.
Please note that all official service requests must be submitted directly through Electrolux Professional's system.
Thank you for your continued business and valued partnership!

Request Types Included:

- Service Requests
- Product Registrations
- Start-Up Requests for Groen
- Beverage Call-Back Requests
- Parts Identification
- ASA Partner Requests
- Global Warranty System Requests
- General Inquiries

Please Note

If you currently have an open request, it will continue to be supported through completion. Moving forward, all new requests must be submitted directly to Electrolux Professional using the portal or call center. Your brand's call center contact is located on the site.

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