

ARISTON

The home of sustainable comfort



SMART PROTECTION
Ariston extended
warranty packages





Smart Protection: provide your customers a **single direction**, for **global protection**.

We're excited to introduce Smart Protection, our latest **extended warranty program** which also includes all the benefits of **Ariston NET Pro's remote assistance services**.

These additional benefits, offered at absolutely **no extra cost**, will enhance the perceived value of the extended warranty for your customers but also make their decision easier. Smart Protection can also help **enhance your business** by maximising efficiency and minimising costs, thanks to the robust Ariston NET Pro platform. Not only that, with our brand new Tutoring Service, you'll gain direct access to Ariston's team of technical experts, ready to support you with both **practical hands-on guidance** and **strategic advice**.

Smart Protection, an added-value to your business.

Stay closer to your customers, while enhancing your business

1

**Reduce cost
& increase
efficiency**

- / Minimise unplanned interventions and customers visits.
- / Easily identify the necessary spare parts in advance and reduce the need for second visits.
- / Strengthen scheduling of maintenance activities.

3

**Absolute
peace
of mind**

- / Get notified immediately via email if something goes wrong.
- / Receive expert technical support from Ariston for complex issues.
- / Access continuous training for new and existing product ranges.





2

**Strengthen
relationship
with
customers**

- / Manage and adjust product settings remotely, directly from the office or while on-the-go to guarantee the best possible performance.
- / React immediately or even prevent issues in some cases for high level of customers' satisfaction.
- / Add more value to your offering with Ariston's official engagement & communication.

4

**Stable
Revenue**

- / With the signed extended warranty contract, you can rely on a steady stream of monthly revenue, providing a solid foundation for scaling up your business in the long term.

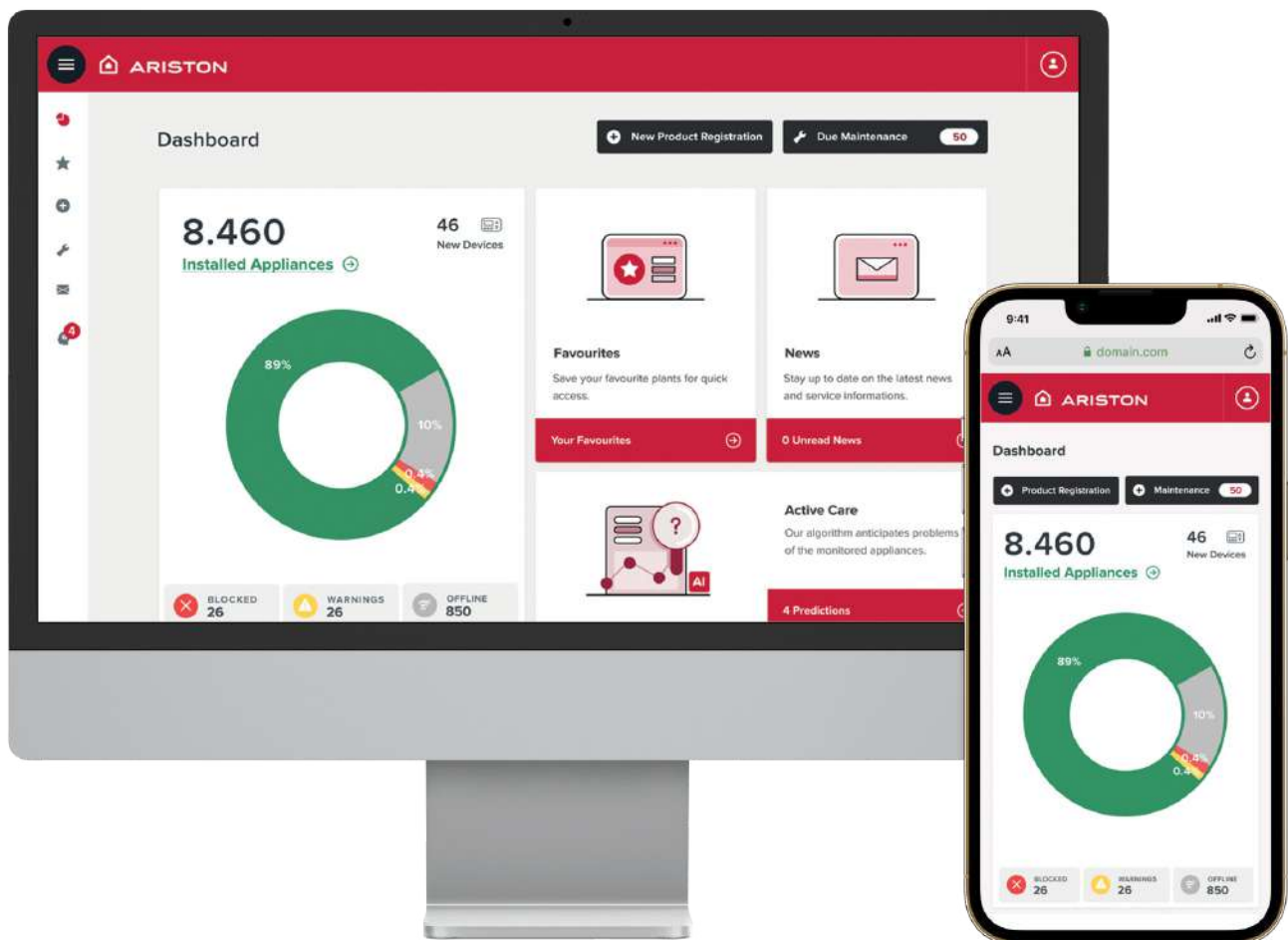


Ariston NET Pro

Stay close to your customers

By using Ariston NET Pro, the tele-diagnostics platform from Ariston, you will enable your customers to enjoy the benefits of continuous remote assistance and remote diagnosis.

Powered by AI, the platform offers fault predictions that help you manage your daily operations even more easily and efficiently - while ensuring the best level of customer support.



/ For more information, please visit ariston.com/en-uk/



ariston.com/en-uk/

Tutoring Service

Enhancing your services

Ariston's Tutoring Service is developed to help Service Partners gain the maximum benefits of our connected services. As part of Smart Protection, the Tutoring Service follows and supports you in operational aspects of the day-to-day business, helping you to solve problems and requests quickly to achieve complete customer satisfaction.

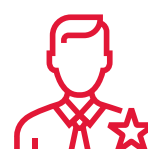
- / Detailed diagnosis of technical problem:** Receive a detailed technical report from Ariston in case of product errors, with suggestions about interventions and needed spare parts.
- / Spare parts optimisation:** By receiving notifications in advance about needed spare parts, you can optimise your stock management for daily operations.
- / High service level and cost reduction:** By having advance knowledge of potential faults, you can reduce repeat on-site visits and deliver an Expert service.



COMPETENCE



POTENTIAL



EXPERIENCE

Smart Protection

Up to 12 years of guaranteed assistance at all times

Activation:

/ During the initial start up of the product

Services included:

- / Remote diagnostic
- / Remote assistance
- / AI Active care
- / Annual standard maintenance
- / Genuine Ariston spare parts replacement
- / Call and maintenance work included
- / Analysis of combustion fumes*
- / Tutoring service



* Only applicable for wall-hung boilers

**FOR HEAT PUMPS AND
HYBRID SYSTEM R32**



**FOR ALTEAS ONE+, GENUS
ONE+ AND CLAS ONE WI-FI**



£ / year*

* £ / year in case of product not connected

£ / year*

* £ / year in case of product not connected

Customer Satisfaction

2 ways that Smart Protection can benefit your customers

Higher efficiency & total transparency

- / Remote performance optimisation & heating management.
- / Timely and effective technical support.
- / Guaranteed genuine Ariston spare parts.
- / Fixed annual fee for both maintenance, repair and service contract.

Enjoy absolute peace of mind

- / Product monitoring and support by Ariston's extensive network of approved Service Partners.
- / Remote assistance and early intervention in case of issues.
- / Higher product uptime & longer product life cycle.





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HOT WATER | HEATING | RENEWABLES | AIR CONDITIONING

Customer Service: customer.service.uk@ariston.com | 0333 240 8777

Sales: salesoffice@ariston.com | 0333 240 6666



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