

EICHENAUER SERVICES, INC.



We have proudly served the commercial
kitchen equipment industry throughout
central Illinois for over 70 years



OUR HISTORY

Since 1946, we have worked hard to build relationships. We now offer more so you can have fewer worries and fewer costs. With technicians certified in both cold & hot side equipment; we can cover all of your kitchen needs. We are only one toll-free call away!

“Our goal is that you have a great experience!”



OUR CLIENTS

We are committed to providing our customers common sense solutions to their repair and maintenance needs.

Our strength is our commitment and loyalty. We are fair, honest, courteous and professional. We are sensitive to our customers' needs and dedicated to their satisfaction.



OUR PEOPLE

We are committed to the recruitment and development of a highly motivated and competent staff. We recognize the importance of each individual and his or her active role in the success of our business.



OUR PROGRAMS

We have customizable programs to help our customers save money, budget their costs, and prevent equipment failures and downtime.



Service Plus Programs

These programs are incredibly flexible and can be tailored to the individual needs of each customer; what's important to you is what designs the program



Planned Maintenance Programs

Scheduled service visits to extend equipment life and avoid unnecessary repairs

HOW WE OPERATE

After receiving a call or email request for service

Each service order is labeled with the customer specified urgency prioritization code that assists in balancing costs with customer's urgency.

Code
1

Code
2

Code
3

Primary Emergency

Orders for service where the equipment involved causes the customer to be completely down thereby losing revenues, or it seriously compromises their ability to satisfy their customers.

Secondary Emergency

Orders for service where the equipment involved does not seriously impair our customer's ability to function and/or the equipment is working but not to its designed potential.

Non-Emergency

These are jobs on equipment that are functioning and require a minor repair or could be considered cosmetic work.

** Emergency staff available for extended hours and weekend hours; seven days a week.

After a service order is labeled a trained and certified technician is dispatched depending on their location and other work orders.

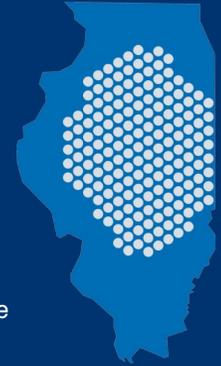
This helps to cut the costs of travel for all customers.



COVERAGE AREA

ESI has factory trained/certified Technicians residing throughout Mid-Illinois which greatly reduces travel costs and response times.

With our extensive service area we offer 1 toll-free call even if you have multiple operations in various cities.



What goes into every service call?

These are a few of the major elements that effect how we determine our pricing.



Buildings & Furniture



Vehicles



Technology (Computers, GPS, etc)



Training & Certifications



Guarantees



Utilities



Inventory



Support Staff & Management



Shipping & Travel



Technicians

***"We aren't just qualified,
We are industry certified!"***



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VISIT US!

