

# TrueBlue™ Delivery and Set-up

Safely delivered. Expertly installed.

Ensuring proper delivery, installation, and initial operation of new cold storage equipment is critical. Managing this process appropriately helps ensure short and long-term performance of equipment, as well as getting new equipment running as quickly as possible.

To help facilities better manage new cold storage assets, Helmer Scientific offers TrueBlue™ Delivery Services.

With TrueBlue™ Delivery and Set-up, a Helmer qualified service associate in your area will receive the equipment from Helmer and provide pre-inspection and pre-testing prior to delivering the unit to your facility.

Once delivery has been scheduled, the unit will be delivered to the final destination within your facility. The equipment will be set-up for use, and operation will be verified to allow for fast and efficient implementation. In addition, you will have the option to schedule a virtual product demo with our service department to walk through the operation of your new product and any questions you may have following installation.



## Delivery Options and Service Levels

	TrueBlue™ Delivery and Set-up	White Glove	Standard (Dock to Dock)
Product Received on Facility Dock		√	√
Product Received at service company for pre-inspection and pre-testing	√		
Waste Package Removal	√	√	
Remove from skid and push in place (final destination as directed by customer)	√	√	
Prepare and install temperature probe	√		
Install shelving/internal storage (if applicable)	√		
Power-on and confirm proper system cycles	√		
Battery backups	√		
Option to schedule a live virtual product demo with Helmer Technical Service	√		

Note: Delivery options do not include long-term storage of unit, set-up of accessories, or any additional strenuous service that may be required. Must have adequate access from point of entry to destination that is clear of obstacles. Disposal and removal services are available upon request.