



## MealStar Customer Service & Maintenance Program

8/25/20

**MealStar was founded on the belief that customer service before, during and after the sale is the most important thing that we can provide to keep our customers happy and our products on the road and running well.**

**Here are some of the valuable services that we provide for our customers to make sure their vehicles are taken care of and are always in good working order.**

1) We have had a long business relationship with the #1 company in refrigeration in the world "Thermo King" and use only their proven refrigeration components in all of our high-quality trucks and vans that need cold or frozen food holding capabilities.

2) We provide our customers with a preventative maintenance guide for their Thermo King Refrigeration unit to help extend the life of the system and ensure that it runs as efficiently as possible. Also, as part of our commitment to customer service we identify the closest authorized Thermo King dealer to your location and provide you with all the key contact information in case your refrigeration system needs service.

4) Our high-quality hot holding compartments utilize the hot water system of the vehicle to maintain a temperature of 180 degrees inside the unit, and we provide our customers with a preventative maintenance guide to make sure they get the most life out of the oven components.

5) In case there is ever a problem with our holding oven, we will support customers in identifying an auto repair facility that is closest to your location in case anything needs to be checked out and /or repaired. We will have any of the necessary/needed parts sent out next day air to the facility to assure that your vehicle is repaired in the timeliest, cost effective manner possible.

6) Our customer service representatives are available from 7am to 5 pm PST M-F. For emergencies please call our service technician at the corporate number below. We are always here to answer any questions you might have, and to help trouble shoot any problem before having to take it to a repair facility. (The problem could be as simple as replacing a fuse).

7) We utilize Ford, Nissan, and GM truck and van chassis for our delivery vehicles with their 3 year 36,000 mile warranty and 5 year 100,000 mile power train and roadside assistance warranty so if there is ever a problem with the truck or van power train it is taken care of by the dealer (GM, Nissan, or Ford dealer), and in most cases we will source the closest dealer to your location.



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