

# IDLE FREE SYSTEMS® SERVICE TOOLS

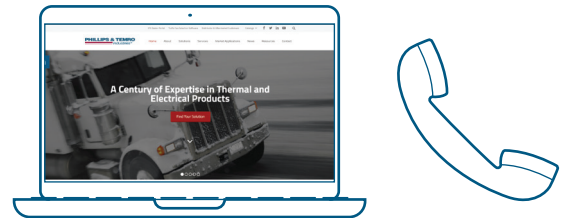


Idle Free Systems offers a wide range of support tools and system manuals for customer use. These services cover a wide range of needs, including access to our quality technical support and customer service team, installation and service manuals as well as an online diagnostic tool for service technicians.

## IDLE FREE SUPPORT TOOLS & MANUALS

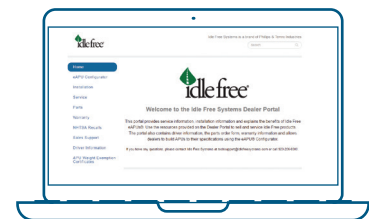
### TECHNICAL & CUSTOMER SERVICE SUPPORT

- Technical Support team available by phone or email to help troubleshoot potential eAPU® issues and provide in-depth product knowledge
- Customer Service is available for order processing and delivery tracking



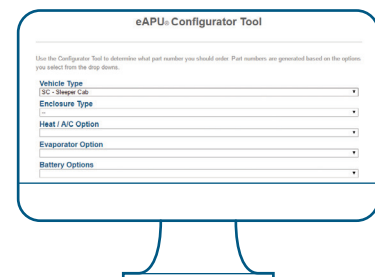
### IDLE FREE DEALER PORTAL

- Access manuals, installation videos, the configurator tool, the online diagnostic tool and more
- Order replacement parts on the Idle Free Dealer Portal
- Process warranty claims



### eAPU® CONFIGURATOR TOOL

- Allows customers to easily configure a specific eAPU® unit
- An Idle Free part number is automatically generated for the dealer to order the unit



Toll Free: 800-328-6108

Email: [sales@phillipsandtemro.com](mailto:sales@phillipsandtemro.com)

[www.phillipsandtemro.com](http://www.phillipsandtemro.com)

**PHILLIPS & TEMRO**  
industries®

# IDLE FREE SYSTEMS® SERVICE TOOLS

## IDLE FREE SERVICE APP

- Created for drivers
- Provides information on Shorepower electric charging station locations
- Displays Idle Free dealer and service center locations
- Offers information on idling regulations by state
- Provides an eAPU® troubleshooting guide



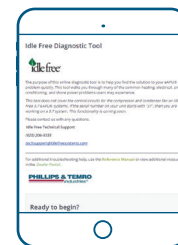
## APU USER, INSTALLATION AND SERVICE MANUALS

- The service manuals help service technicians and drivers diagnose any problem that might occur with an Idle Free unit
- The installation manuals offer detailed explanations of how to install Idle Free units
- User manuals help drivers learn how to use the eAPU® unit
- Manuals are located on the Idle Free Dealer Portal



## ONLINE DIAGNOSTIC TOOL

- Enables service technicians to diagnose possible issues and solve those issues from any device with an internet connection
- The tool is located on the Idle Free Dealer Portal



## INSTALLATION VIDEOS

- The six Idle Free installation videos give an overview of how to install Idle Free eAPU®s
- Installation videos are located on the Idle Free Dealer Portal, on the Phillips & Temro Industries YouTube channel and [www.phillipsandtemro.com](http://www.phillipsandtemro.com)



## REPLACEMENT PARTS ONLINE ORDERING

- Order replacement and additional parts online by filling out the form
- Located on the Idle Free Dealer Portal

