Introduction. *Federal Supply USA (FSUSA) was awarded Category Two Regional and Category Three Maintenance and Repair. Below is their contact information, ordering instructions, products and services.*

**FSUSA Ordering Instructions.** *Equipment and/or Service orders are initiated through the contacts or online as indicated below. Online accounts will be created for each facility. Once account is established, each customer can place orders, view invoices, and see tracking information as it becomes available.*

|  |  |
| --- | --- |
| Primary Contact: | Kelsey Timmons |
| Phone: | (262) 909-6834 |
| FAX: | (847) 623-2425 |
| Email: | [kelsey@federalsupply.com](mailto:kelsey@federalsupply.com) |
| Online Ordering: | [orders@federalsupply.com](mailto:orders@federalsupply.com) |

**Invoicing/Payment.** *Invoices are emailed with typical 30-day net terms. Payment options include check, EFT payment, credit card payment, or other pre-arranged payment options.*

**Category Two Regional Award.** *FSUSA was awarded the opportunity to offer commercial kitchen equipment, supplies and services in all Washington regions. Below are the “High-Use” Manufacturers in each product group with their percentage off catalog. FSUSA is also permitted to offer their entire catalog at a 47% discount.*

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| --- | --- | --- |
| **CATEGORY TWO - REGIONAL**  **Product Group – ALL Regions** | **High-Use Manufacturer** | **% Off Catalog** |
| REFRIGERATORS & FREEZERS | Continental | 60% |
| Delfield | 40% |
| Kolpak | 40% |
| Norlake | 45% |
| Traulsen | 52% |
| Victory | 60% |
| TRUE | 62% |
| WARE WASHING & DISPOSAL | Champion | 34% |
| Hobart | 32% |
| Insinkerator | 45% |
| Jackson | 40% |
| Powersoak | 20% |
| Salvajor | 50% |
| Stero | 30% |
| OVENS, RANGES & FRYERS | Doyon | 40% |
| Frymaster | 40% |
| Garland | 40% |
| Lang | 40% |
| Pitco | 52% |
| Southbend | 55% |
| Star | 50% |
| Vulcan | 60% |
| COMBI-OVEN | Alto Shaam | 30% |
| Blodgett | 50% |
| Cleveland Convotherm | 40% |
| Electrolux | 50% |
| Rational | 30% |
| FOOD WARMERS & WARMING DRAWERS | Hatco | 40% |
| Wells | 40% |
| SHELVING/RACKS | Intermetro | 52% |
| New Age | 52% |
| MEAT SLICERS | Globe | 52% |
| Hobart | 32% |
| STEAMERS, STEAM TABLES, STEAM KETTLES, & TILT GRILLS | Vulcan | 60% |
| Duke | 50% |
| Cleveland | 50% |
| Hobart | 32% |
| MICROWAVES | Panasonic | 55% |
| Amana | 55% |
| LARGE MIXERS | Hobart | 32% |
| Globe | 52% |
| ICE MACHINES | Manitowac | 50% |
| Ice-O-Matic | 53% |
| Scotsman | 54% |
| TRANSPORT CARTS | Cres Cor | 40% |
| Intermetro | 52% |
| New Age | 52% |
| STAINLESS STEEL | Elkay – Spokane Stainless | 55% |
| John Boos | 55% |
| Advance Tabco | 55% |

**CATEGORY THREE – Maintenance and Repair Services**

|  |  |
| --- | --- |
| **Product Group - ALL Regions** | **Hourly Rate** |
| **Refrigerators & Freezers** | $150.00 |
| **Ware Washing & Disposal** | $150.00 |
| **Ovens, Ranges & Fryers** | $150.00 |
| **Combi-Oven** | $150.00 |
| **Food Warmers & Warming Drawers** | $150.00 |
| **Shelving/Racks** | $150.00 |
| **Meat Slicers** | $150.00 |
| **Steamers, Steam Tables, Steam Kettles & Tilt Grills** | $150.00 |
| **Microwaves** | $150.00 |
| **Large Mixers** | $150.00 |
| **Ice Machines** | $150.00 |
| **Transport Carts** | $150.00 |
| **Stainless Steel** | $150.00 |

**FSUSA SERVICE PROVIDERS**

|  |  |  |  |
| --- | --- | --- | --- |
| **General Part Group - Seattle** | | | |
| Business Address: | 810 SW 34th Street  Bldg W, Suite K  Renton, WA 98057 | Phone: | (425) 434-4082 |
| FAX: | (425) 434-4158 |
| Website: |  |
| Primary Contact: | Katrina Chambers | Secondary Contact: | Brian McConnell |
| Title: | Branch Manager | Title: | Regional Manager |
| Email: | [katrinac@gp-servicedirect.com](mailto:katrinac@gp-servicedirect.com) | Email: | [brianmcc@generalparts.com](mailto:brianmcc@generalparts.com) |
| Services Provided: | Installation Level II | Certification: | CFESA |
| **3 Wire Group, Inc.** | | | |
| Business Address: | 22322 20th St SE  Bothell, WA 98021 | Phone: | (206) 524-8200 |
| FAX: |  |
| Website: | [http://.3wire.com](http://.3wire.com/) |
| Primary Contact: | Ron Bateman | Secondary Contact: |  |
| Title: |  | Title: |  |
| Email: | [rbateman@ewire.com](mailto:rbateman@ewire.com) | Email: |  |
| Services Provided: |  | Certification: | CFESA |
| **Commercial Technician Service, Inc.** | | | |
| Business Address: | 5009 Pacific Hwy E  Suite 10  Fife, WA 98424 | Phone: | (253) 292-4108 or (866) 576-9149 |
| FAX: | (866) 547-2826 |
| Website: | [http://www.ctsxpro.com](http://www.ctsxpro.com/) |
| Primary Contact: | Charles Parris | Secondary Contact: |  |
| Title: | Director of Operations | Title: |  |
| Email: | [sparris@ctsxpro.com](mailto:sparris@ctsxpro.com) | Email: |  |
| Services Provided: | Installation Level I | Certification: | CFESA |
| **Wilson Enterprises** | | | |
| Business Address: | 120 W 39th St  Vancouver, WA 98660 | Phone: | (360) 693-3013 |
| FAX: | (360) 696-9300 |
| Website: | [http://wilsonenterprisesllc.com](http://wilsonenterprisesllc.com/) |
| Primary Contact: | Tom Reinhardt | Secondary Contact: |  |
| Title: | Principal | Title: |  |
| Email: | [tom@wilsonenterprisellc.com](mailto:tom@wilsonenterprisellc.com) | Email: |  |
| Services Provided: | Installation Level I | Certifications: | CFSESA |

**FSUSA Additional Information/Services**

**Customer Service.**

*Sales Support.*

* *Available Monday-Friday, 8am-5pm CST by phone or email.*
* *Fully trained to support sales (products knowledge), accounting (ERP systems), warehouse (tracking) and marketing.*
* *Sales Support contacts manufacturers every 72 hours for order updates. Updates are entered into the system and notification sent to sales team so they can inform customers.*
* *Response time goal is within 24 hours of initial customer contact.*
* *Immediate response required during or after hours may be sent to* [*info@federalsupply.com*](mailto:info@federalsupply.com)

**Installation.** *Please reach out to your sales representative to discuss costs involved with the following services:*

*Equipment Installation.*

* *New equipment assembly and final connections to existing utility*
* *Existing equipment disconnection and relocation to existing utility.*
* *Turnkey offerings for all kitchen and laundry equipment.*

**Inside Delivery.** *Please reach out to your sales representative to discuss costs involved with the following services:*

* *To specific location inside the facility or on the property by a service agent for installation.*
* *To a specific location inside the facility or on the property off LTL shipment.*

**Customer Removal and Pickup**. *Please reach out to your sales representative to discuss costs involved with the following services:*

**Order Exchange/Modification.** *Instructions will be sent to the customer by email and will include:*

* *Shipment labels*
* *Contact information for the transportation company*
* *ETA on the replacement item*

**Extended Lead Times.** *Prior to submitting the order to a manufacturer on behalf of the State of Washington, lead times will be communicated immediately to ensure needs are met. If lead times do not fall within these Federal Supply USA will consult and advise on other options available.*

**Order Cancellation/Return Policy.** *Effective January 2022, please contact your sales representative to discuss the cancellation or return of any order. While it is always the goal to ensure there are no fees in these circumstances, due the current supply chain, this must be discussed with the Manufacturer before doing so.*

**Extended Warranty.** *Although options might be limited with some manufacturers, most offer additional one or two-year warranty on their products.* *Please reach out to your sales representative for current manufacturer extended warranty options and pricing.*

**Travel Costs.** *Travel costs may be incurred for the following services. Please reach out to your sales representatives to discuss costs associated with the following:*

Site Visits. Site visits may include the following services.

* Kitchen Consultation for remodel or new construction, dish rooms, exhaust hoods, walk-in coolers/freezers
* CAD drawings/Plans consultations, design measurements
* Preventative maintenance plan

**Equipment Removal/Disposal.** *A network of CFSEA and OSHA compliant service agent is used for removal and installation services.**Please reach out to your sales representative to discuss costs involved with the following services:*

* *Equipment removal to a specific location on the property.*
* *Properly recycle/dispose of equipment off property.*
* *Equipment pickup for return to manufacturer.*
* *Equipment transfer from one location to another.*

**Important note regarding disposal – Strict code requirements through local jurisdictions must be followed for all kitchen equipment disposal or recycling (when available)**

**Service Request Process/Onsite Arrival.**

*Same day request received.*

* *Step One. Equipment model and serial number must be provided and will initially troubleshoot via phone.*
* *Step Two. FSUSA will contact local service agent to establish date, time and service technician to be dispatched.*
* *Step Three. FSUSA will provide requestor the best day and time agent can be available.*

*At completion of service.*

* *Step Four. At completion of service, FSUSA will follow-up with the requestor and service agent to ensure satisfaction.*

**Equipment Substitution.** *If a manufacturer can no longer provide a product, FSUSA will consult with customer to find a suitable replacement at no additional charge.*

**Additional Discounts.** *Individual purchase orders issued in the amounts below will qualify for an additional discount that will be shown on as a line item on the facility's invoice.*

* $50,000 - $99,999 = 1% discount off entire order
* $100,000 - $249,000 = 2% discount off entire order
* $250,000 or greater = 3% discount off entire order

**Energy Star Rebates.** *A spreadsheet will be provided to the operator with the list of utility companies in the State of Washington that offer rebates for the specific pieces of equipment that qualify. Rebates are typically issued directly from the utility company to account holder.*