



ACEL, LLC has contracted with TBC for automotive service support providing maintenance service products and programs to enhance the stores level of customer service and profitability.

PRODUCTS / SERVICES OFFERED

ACEL, LLC provides special pricing to TBC Franchisees on fluid exchange equipment, A/C equipment and chemicals.

BEST FEATURE

ACEL, LLC is available (7) days a week for technical support to TBC Retail and Franchise operations, new equipment orders are shipped M-F between 8am-5pm PST, chemicals and shipped M-F 8am-5pm EST.

HOURS OF OPERATION

ACEL, LLC is available 7 days a week to support all franchise operations 7am-7pm EST.

MARKETS SERVED

ACEL provides technical support for Soltec fluid exchange & A/C equipment to all operations throughout North America.

PRICING

For pricing on chemicals, please go to the Big O Business Center.

For pricing on Soltec A/C and fluid exchange equipment, please contact the TBC Equipment Department (866) 586-0300 or equipmentsales@tbccorp.com

WARRANTY AND LABOR CLAIMS

All machines carry a one year warranty on parts and servicing the machines through our technical support representatives is a simple process Call 1-888-801-2507 Option #2 Technical Support

DELIVERY OPTIONS

Chemicals are available through your Big O Tires distribution center.

RETURNS PROCEDURE - Equipment

Any and all returns require a return goods authorization (RGA) from ACCEL, LLC in advance of any returns. All returns (with the exception of defects) are subject to a 25% return fee on new machines as they can no longer be sold as new.

PAYMENT TERMS

All franchise stores will pay ACCEL for purchases outside of TBC or Mohawk, using the following choices:

- Net 30 day terms with approved credit
- Credit Card at the time of purchase

TECHNICAL HOTLINE

For Technical Support call 1-888-801-2507 Option #2 to speak with a technical support person.

CONTACT INFORMATION

For all other Support call 1-888-801-2507 Option #1 to speak with a representative.

Key Account Contact

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