



SERVICE & REPAIR INFORMATION SHEET

For planned maintenance or emergency repairs, Chiller Box's network of engineers are available to provide our clients with essential peace of mind.

PLANNED PREVENTATIVE MAINTENANCE (PPM)

Our PPM services maintain kitchens that maximise performance and reliability of catering and refrigeration equipment.

Benefits of PPM:

- Pre-empt and reduce breakdown risk
- Increase the life-span and efficiency of equipment
- Ensure safe operational condition of equipment

The Chiller Box PPM Plan offers:

- Two full service visits per year
- Out-of-hours assistance service

DUCT & CANOPY CLEANING

Ductwork and canopies should be regularly cleaned to prevent build up of grease and fat, and reduce the chance of dangerous canopy fires. Regulations and your insurance company require confirmation that your ductwork and canopy have been cleaned at least once a year.

Chiller Box only use qualified service providers to issue a Fire Risk Assessment Certificate and Extraction Systems Certificate - ensuring your kitchen is fully compliant.



GAS SAFETY TESTING & CERTIFICATION

Chiller Box provide Gas Safety Testing and official certification. The Gas Safety (Installation & Use) Regulations 1998 require employees to ensure that gas appliances, flues, pipe work and safety devices are inspected and certified for safe conditional use once a year. Failure to comply with current legislation may void any insurance policies and, more importantly, risk the safety of your staff and customers!

REACTIVE BREAKDOWNS OF EQUIPMENT

Our expert nationwide service and repair team provide breakdown cover for the following equipment:

- Gas and electrical catering equipment
- Microwaves
- Refrigeration
- Ice machines
- Glasswashers and dishwashers
- Air conditioning
- Coffee machines (London/Hertfordshire)
- Vac pack machines

Standard rates :

Monday to Friday, 8am to 5.30pm

Call out :

£75.00 +VAT includes the first 30 minutes on site

Labour rates :

£22.50 +VAT per 30 minutes. First 30 minutes free!

KITCHEN DEEP CLEANS

As well as being good practice, keeping your kitchen in tip-top condition supports your responsibilities under the Food Safety Act 1990. Chiller Box's deep clean removes the unavoidable build up of grease in those hard to reach areas, ensuring your equipment works better and lasts longer.

SLICER SERVICING

If your slicer's not performing, take advantage of our off-site slicer service. We'll pick your slicer up, provide a loan machine and ensure it's working perfectly when returned.

WAREWASHING SERVICE (LONDON / SOUTH EAST ONLY)

Service your glasswasher or dishwasher (undercounter and hood machines) for only £69.95 + VAT per appliance to minimise potential breakdowns whilst maximising operational use. To ensure maximum performance of your machine, we recommend two service visits per year.

COFFEE MACHINE MAINTENANCE

Protect your coffee machine with Chiller Box's Planned Preventative Maintenance (PPM) service. Our engineers will protect the longevity of your coffee machine, resulting in a consistently good performance - producing excellent coffee. Our full service PPM provides the following:

- Full off site strip down and service
- Free use of loan machine if your coffee machine needs to be removed for off site repair
- Water filter monitoring with one water filter exchange (at approximately 130,000 meter reading)
- Front end onsite service six months into contract
- Cleaning kits sent to you from the start of PPM service - at three, six and nine months
- Two free labour breakdown call outs for the duration of the PPM service contract, with priority response given to you



WATER FILTERS / SOFTENERS

If you use coffee machines, combi ovens, ice machines, glasswashers and dishwashers without regularly exchanging/regenerating your water filter/softener, you are potentially damaging your machine and voiding any manufacturer warranties you may have.

We can assist you in purchasing the correct water filter/softener for your machine to avoid scaling and are able to provide all manufacturer brands, as well as generic brands, new and reconditioned filters/softener.

PORTABLE APPLIANCE TESTING (PAT)

We provide Portable Appliance Testing at £70 + VAT for 1-10 items and then £3 + VAT per item thereafter. Our engineers are fully qualified to undertake this service.

F GAS TESTING

Refrigeration that holds 3kg or more is now legally required to be periodically tested for any leaks. We recommend the following:

- 3kg or more - test at least once a year
- 30kg or more - test at least once every six months
- 300kg or more - test at least once every three months

