



Krogab

THE BEVERAGE PEOPLE

TECHNICAL SUPPORT & SERVICE LEVEL CHARTER

Each machine is covered by Krogab's service level package. The agreement for this is as follows:

- We will attempt to resolve the issue over the telephone within one hour of receiving the call. If this does not resolve the fault we aim to adhere to the following:
 - If your call is received before 12:00 we will attend and attempt a repair by 7am of the following day.
 - If your call is received after 12:00 we will attend and attempt a repair by 7am the day after next.
 - In the unlikely event of us being unable to repair your machine an equivalent loan machine will be provided.
- The service level package covers preventative maintenance. The service cover is fully inclusive of all parts, labour and service:
 - Krogab engineers carry a comprehensive set of spare parts for all the equipment we supply. Engineers are trained to a high level to enable them to carry out the majority of repairs on site.
- The service level agreement does not cover any call out, parts or labour, for work generated through client fault, misuse or abuse, customer error, abortive calls or cleaning issues.
- It is the responsibility of the customer to adhere to the daily and weekly cleaning schedules and complete records accordingly.
- Preventative maintenance calls are carried out on a quarterly basis. In most instances a preventative maintenance may be carried out during a reactive service call.
- With regards to the juice machines, a general clean of the machine is carried out, the dispense valves are stripped and cleaned, the pinch valves and stainless-steel control buttons are cleaned. The refrigeration condenser grill cloth is removed and cleaned or replaced (depending on condition). When all of the above is completed the dispense valves are calibrated to ensure that the ratios are correct.
- Our dedicated in-house service team has a first time fix achievement of 99.5% for 2018, meaning 9 out of 10 site visits we make for call outs will be solved there and then.
- The full terms and conditions of your service level agreement can be found in your signed CTA.

